

Wednesday, 27 November, 2024 - 9.30 a.m.

AGENDA

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1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** – In terms of Section 5 of the Code of Conduct Members of the Committee are asked to declare any interest(s) in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of Meeting of Levenmouth Area Committee of 2 October 2024 4 - 6
4. **LEVENMOUTH ONFIFE UPDATE REPORT** - Report by the Director of Creative Development and Delivery 7 - 15
5. **PROPOSED 20MPH ZONE – A955 & NEW CASTLE GAIT HOUSING ESTATE, EAST WEMYSS** – Report by the Head of Roads & Transportation Services 16 - 19
6. **COMMON GOOD AND SETTLEMENT TRUST FUNDS ANNUAL REPORT 2023-2024** – Report by the Head of Communities and Neighbourhoods 20 - 29
7. **COMPLAINTS ANNUAL UPDATE** – Report by the Executive Director - Communities 30 - 51
8. **AREA HOUSING PLAN 2024 - 2025** – Report by the Head of Housing Services 52 - 69
9. **SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – JUSTICE SOCIAL WORK (JSW) WELFARE SUPPORT WORKER** – Report by the Head of Communities and Neighbourhoods 70 - 81
10. **SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – LEVEN TOWN CENTRE FESTIVE LIGHTS** – Report by the Head of Communities and Neighbourhoods 82 - 84
11. **SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – CASTLE FURNITURE- LEVENMOUTH INDEPENDENCE INITIATIVE (LII) -ANTI POVERTY YEAR 2** – Report by the Head of Communities and Neighbourhoods 85 - 93
12. **SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – CORRA SUPPORT – ANTI POVERTY FUNDING** – Report by the Head of Communities and Neighbourhoods 94 - 100
13. **SUPPORTING THE LEVENMOUTH LOCAL PLAN – GREIG INSTITUTE WINDYGATES- CHANGING ROOM WORK** – Report by the Head of Communities and Neighbourhoods 101 - 107

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| 14. | SUPPORTING THE LEVENMOUTH LOCAL PLAN – ALLOCATION OF CAPITAL FUNDS – Report by the Head of Communities and Neighbourhoods | 108 - 117 |
| 15. | PROPERTY TRANSACTIONS – Report by the Head of Property Services | 118 - 119 |
| 16. | LEVENMOUTH AREA COMMITTEE FORWARD WORK PROGRAMME – Report by the Executive Director Finance and Corporate Services | 120 - 124 |

Members are reminded that should they have queries on the detail of a report they should, where possible, contact the report authors in advance of the meeting to seek clarification.

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

Fife House
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20 November, 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 - LEVENMOUTH AREA COMMITTEE – BLENDED MEETING

Committee Room 2, 5th Floor, Fife House, North Street, Glenrothes

2 October 2024

9.30 am – 11.00 am

PRESENT: Councillors Colin Davidson (Convener), Tom Adams, David Alexander, Ken Caldwell, Eugene Clarke, David Graham, John O'Brien and Alistair Suttie.

ATTENDING: David Paterson, Community Manager (Levenmouth), Communities and Neighbourhoods Service; Peter Nicol, Housing Team Manager, Catherine Grant, Housing Professional Housing Strategy, Housing Services; Mary McKay, Education Manager, Education Services and Kerry Elliott, Committee Officer, Legal and Democratic Services.

164. DECLARATIONS OF INTEREST

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

165. MINUTE

The committee considered the minute of the Levenmouth Area Committee of 21 August 2024.

Decision

The committee agreed to approve the minute.

166. AREA HOUSING PLAN 2024-25

The committee considered a report by the Head of Housing Services seeking approval for a revised area housing plan for the period 2024-2025 which sets out area performance, service delivery and key housing issues for consideration.

Decision

The committee considered the report and agreed : -

- (1) that the Area Housing Plan 2024-2025 required to be further developed;
- (2) that the revised version of the Area Housing Plan 2024 - 2025 would be submitted for approval at the Levenmouth Area Committee of 27 November 2024; and
- (3) to approve the Area Lettings Plan 2024-2027.

167. EDUCATION - PUPILWISE AND PARENTWISE SURVEYS

The committee considered a report by the Head of Education Services summarising the Parentwise and Pupilwise survey process undertaken across Fife in the academic session 2023/24, with a focus on results in the Levenmouth Area.

Decision

The committee noted: -

- (1) the findings of the surveys and the next steps in response to the results; and
- (2) that schools would welcome contact from elected members to discuss their approach to engaging with parents/carers and pupils, as well as how they were responding to the findings of the ParentWise and PupilWise 2023/24 surveys.

168. SUPPORTING THE LEVENMOUTH LOCAL PLAN – CAPITAL PROJECT OVERVIEW 2023-2025 AND ALLOCATION OF CAPITAL FUNDS

The committee considered a report by the Head of Communities and Neighbourhoods Service advising members of the status of capital works proposals in the Levenmouth area. The report also sought agreement to provisionally allocate £35,000 towards the Herd Park Pavilion proposal, and £77,500 towards the Bishops Court Public Realm Improvement from local capital budgets.

Decision

The committee: -

- (1) noted the status relating to a range of capital projects for the Levenmouth area;
- (2) provisionally agreed the allocation of area capital funding to the Bishops Court Public Realm Project of £77,500, pending a more detailed report to the Area Committee in November 2024; and
- (3) provisionally agreed the allocation of funding to the Herd Park Pavilion Renewal project of £35,000, pending a more detailed report to the Area Committee in November 2024.

169. SUPPORTING THE LEVENMOUTH LOCAL PLAN - CONFIRMATION OF FUNDING – BUCKHAVEN ACCESS PATH LIGHTING

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking agreement of a total of £20,000 from the ward 22 budget to carry out the lighting of an access path link between College Street and Erskine Street, Buckhaven.

Decision

The committee: -

- (1) agreed a contribution of £20,000 from the ward 22 budget to allow this lighting project to progress; and
- (2) noted that this work would be added onto an existing Transportation lighting contract upgrade at Erskine Street, Buckhaven.

170. SUPPORTING THE LEVENMOUTH LOCAL COMMUNITY PLAN – CASTLE FURNITURE- LEVENMOUTH INDEPENDENCE INITIATIVE (LII) -ANTI POVERTY YEAR 2

In order to allow for further information to be included in the report, the committee agreed to defer this item for consideration at the Levenmouth Area Committee of 27 November 2024.

171. PROPERTY TRANSACTIONS

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

Decision

The committee noted the contents of the report.

172. LEVENMOUTH AREA COMMITTEE FORWARD WORK PROGRAMME

The committee considered a report by the Executive Director, Finance and Corporate Services, relating to the future work programme of the Levenmouth Area Committee.

Decision

The committee: -

- (1) noted the content of the Levenmouth Area Committee forward work programme; and
- (2) agreed that members would advise the Convener, Depute Convener, Lead Officer and Committee Officer of any other items to be included on the workplan, within the remit of the committee.

27 November 2024

Agenda Item No. 4

OnFife Relevant Levenmouth Update

Report by: Chris McLean, Head of Cultural Heritage & Wellbeing, OnFife

Wards Affected: All

Purpose

This report presents a summary of the engagement work undertaken across Levenmouth and the activities delivered at Methil Heritage Centre since it reopened in April 2024. The purpose of this report is to present to Committee members, OnFife (Fife Cultural Trust) findings to date from community engagement activities across Levenmouth with a request for the second and final instalment of funding from the Community Recovery Fund.

Recommendation(s)

The Committee is asked to: -

- 1) provide comments and feedback on the report;
- 2) acknowledge the extension of contract of the fixed-term Community Engagement Co-ordinator on a part-time basis from March to September 2025; and
- 3) agree release of the second and final instalment of funding from the Community Recovery Fund to complete this project including salary costs for the Community Engagement Co-ordinator.

Resource Implications

Balance of Community Recovery Fund resourcing requested.

Legal & Risk Implications

There are no legal or risk implications identified at this stage

Impact Assessment

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

Consultation has taken place throughout this project with individuals and groups in Levenmouth, resulting in activities detailed in the report.

1.0 Background

Community Recovery Fund

- 1.1 Relevant Levenmouth is one of three projects OnFife are managing, with funding from Creative Scotland (for Lochgelly, Kirkcaldy and Levenmouth) to pilot new approaches to engaging with local communities.
- 1.2 Levenmouth Area Committee agreed on 21st June 2023 to allocate from the Community Renewal fund: -
 - £44,153 towards the cost of employing a Community Engagement Co-ordinator at the Methil Heritage Centre to 31st March, 2024;
 - noted that a further report would be brought back to the Committee to secure £65,268 from the Community Recovery Fund, as a continuation of the funding for the Community Engagement Officer post to 31st March, 2025.
- 1.3 OnFife submitted an interim report to elected members in March 2024. This report updates on progress that has been made through engagement and a programme of activities (Appendix 1) with the project and seeks to secure the £65,268 to complete the project as outlined below.

2.0 Community Engagement Co-ordinator

- 2.1 With approval from the Area Convenor for Levenmouth, OnFife have extended by six months the fixed term contract for the Community Engagement Co-ordinator post on a part-time basis, at no additional cost to the project. The post-holder (Rachel-Jane Morrison) has been successful in securing a similar post (also fixed term) with OnFife that can be delivered on a part-time basis.
- 2.2 Our project has focused on bringing community benefits to Levenmouth through arts, culture, history and heritage and in this we have benefited greatly from the appointment of the Community Engagement Co-ordinator. Without this post and postholder reaching out to community groups, local organisations, individuals and schools we would not have been able to build a programme of events and activities initially focused at Methil Heritage Centre and to widen this out to OnFife venues across Levenmouth.
- 2.3 We remain committed to a community-led approach to identify priorities and projects people wish to see in their area that focus on arts, culture, history and heritage. For the remainder of this project we will be looking strategically at how engagement could continue in alternative ways (ie at the end of funding and the project post) with OnFife's limited resources and capacity and what impact this engagement is having on local appetite to use and access OnFife venues and services across Levenmouth.
- 2.4 We are open to discussions around potential funding sources to enable this outreach and engagement work to continue to benefit the people of Levenmouth through any possible further extension of the Community Engagement Co-ordinator post beyond September 2025.

3.0 Methil Heritage Centre

- 3.1 Our Community Engagement Co-ordinator has been engaging with organisations, community groups and individuals across Levenmouth and findings to date show that:
- there is low awareness of OnFife in delivering services across Levenmouth;
 - there is interest in a range of arts, culture and heritage activities at our sites – and specifically at Methil Heritage Centre where we have piloted most activities – but this is on an ad hoc basis and is largely led and driven by our staff rather than community-led demand producing programming ideas;
 - footfall remains consistent across Buckhaven and Kennoway libraries and is low at Methil Heritage Centre, increasing only when we hold events;
 - total footfall at Methil Heritage Centre from April to October 2024 was 1,139 giving an average across seven months of 163 visitors. However this compares favourably with 2019-20 visitor figures (curtailed by Covid-19 closures in March 2020) with total footfall April 2019 to mid-March 2020 at 1,837. Taking April to October for 2019-20 and 2024-25 Methil Heritage Centre has retained 83% of visitor footfall;
 - we would like to see a full financial year (April 2024 to March 2025) to establish a baseline for footfall to Methil Heritage Centre;
 - current opening hours at Methil Heritage Centre should be reviewed in response to evidence of footfall: to date, Wednesday mornings, Friday mornings and Saturday afternoons attract the highest footfall.
- 3.2 We are mindful that it has taken seven months to prepare and re-open Methil Heritage Centre after four years of closure and that visitor footfall across the public sector has been slow to recover from the impact of the pandemic.
- 3.3 Ahead of the Heritage Centre reopening we achieved media coverage through a successful Press Release that featured on East Fife Mail front page and soundbite on Kingdom FM. We distributed over 600 fliers at the Leven Rail Open Day in June 2024 at our stall on the High Street and have created regular social media content (Facebook) throughout the year.
- 3.4 The evidence to date would suggest there is slow uptake of access to Methil Heritage Centre even with strong marketing, community engagement, advocacy and weekly presence of the Friends of Methil Heritage and a regular programme of activities, workshops and talks.

4.0 Conclusions

- 4.1 OnFife remain committed to working with communities to deliver opportunities and services that meet their needs and to raising awareness of those services.

4.2 For the remainder of this project to September 2025 we will:-

- review footfall across the current opening hours at Methil Heritage Centre and consider adjustments that might help focus visitor numbers whilst enabling staff to develop outreach opportunities;
- use April 2024 to March 2025 as a baseline year for Methil Heritage Centre, to set realistic targets for visitor footfall and attendance at events through to September 2025;
- implement a new marketing plan to further raise awareness of our services and specifically the Heritage Centre, the Friends and our events programmes, running from October 2024 to March 2025;
- distribute 1,000 new flyers via door drop to households in KY8 postcode areas in late October 2024 and again late February/March 2025 and place monthly adverts in East Fife News, Google/Meta Ads targeting Leven and Methil;
- target work with specific groups including the Friends of Methil Heritage, local youth groups and schools to establish their needs;
- continue to operate Methil Heritage Centre to March 2026, with a fixed term Museum Assistant in post until then, building in a review at September 2025 based on footfall, impact of marketing and summary of engagement with target audiences.

4.3 This extension of the project to March 2026 will give more time for a realistic assessment of the impact we are making in Levenmouth and whether our services are best delivered through venues we currently operate on behalf of Fife Council or through other means.

4.4 Setting and monitoring realistic Key Performance Indicators and tracking the impact of a marketing campaign will also help determine if there is interest from communities and visitors in coming to OnFife venues and specifically to Methil Heritage Centre which has had the highest input from project and core OnFife staff.

4.5 We will continue to gather and summarise qualitative evaluation and feedback from across our engagement activities in Levenmouth (see Appendix 2 for Methil Heritage Centre from April to October 2024).

4.6 We will report back to the Area Committee in August 2025 on the findings and impact of actions taken and will work closely with Fife Council officials and elected members throughout this period to maximise opportunities for engagement across Levenmouth.

List of Appendices:

1 - Methil Heritage Centre Activities

2 - Visitor Feedback & Comments Methil Heritage Centre April-October 2024

Background Papers:

N/A

Report Contacts:

Chris McLean, Head of Cultural Heritage & Wellbeing (OnFife)

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Methil Heritage Centre Activities

The Heritage Centre re-opened in April 2024 with *Roads to Success* exhibition of artwork from Wheatley Care Contact Point Centre in Kirkcaldy and Buckhaven. Running from 3 April to 11 May, the exhibition attracted 209 visitors

In the lead up to and for the opening of the Leven rail-link in June 2024, the Centre hosted a small display from LMRC (Levenmouth Rail Campaign) tracing the history of the campaign through documents, letters, publicity material and subsequently commemorative items produced specifically for the first train to run to Leven. We have now added some of these memorabilia to the permanent OnFife collection. A short film tracing the journey from campaign to rail-link was also shown in the Centre.

Our programme of events and activities has only been made possible by funding from Levenmouth Area Committee Community Recovery Fund and the appointment of a Community Engagement Co-ordinator (funded from the CRF budget).

Our free monthly Saturday heritage talks are building a loyal audience:

Date	Title	Visitors
25/05/2024	Remembering the Accused Witches in Scotland	20
15/06/2024	Levenmouth Rail Campaign	10
20/07/2024	SWACS/Wemyss Caves	7
24/08/2024	Women's Suffrage in Fife and Beyond*	25
07/09/2024	Ian Chalmers: Miners' Strike	4
19/10/2024	What a Policeman should know (OnFife Local Studie & Archives)	20

*This talk was delivered by Jade Anderson from Buckhaven who is studying History at the University of Aberdeen. Six pupils and a teacher from Lochgelly High School attended the workshop.

Our exhibition programme so far has attracted:

Start Date	End Date	Exhibition	Visitors
03/04/2024	11/05/2024	Roads to Success	209
29/05/2024	13/07/2024	Fluid Art for Mindfulness	142
17/07/2024	14/09/2024	Miners' Strike	213
02/10/2024	05/11/2024	Storehouse Take Over	77

Other highlights from the programme include:

- A six-week Fluid Art of Mindfulness Workshop series for adults led by Gill Smith that resulted in a display of the participants' artwork with **40 attendances in total**
- A five-week Graphic Novel Workshop series led by Joanna Scott aimed at young people resulting in a display of work on heritage themes linked to miners' strikes with **17 attendances in total**.
- The Workshops coincided with a small display commemorating the 40th anniversary of the Miners' Strike featuring objects, documents and protest materials including replica Miners' banners from the OnFife collection. The display is touring Fife including Dunfermline, Kirkcaldy and Lochgelly.
- Piloting Beginners' Dungeons & Dragons gaming sessions for young people – these went really well and we had consistent small group of three or more every session for a more in-depth, quality experience for participants who have requested a drop in format on Saturdays.
- BookBug storytelling sessions over six weeks from mid-August to the end of September 2024. BookBug is a Scottish Book Trust's national Early Years programme using stories, songs and rhymes for families with children aged 0-5 years. The Book Trust provides partners such as OnFife with training, advice and BookBug bags of books to use in these sessions. This was a first for Methil Heritage Centre, targeting an early years audience. Sessions were free and provided quality time for carers and babies, toddlers and pre-schoolers to come together and share fun learning experiences with **39 participants in total** over six weeks (22 adults, 17 children).
- From September 2024 OnFife's Wellbeing team have been running fortnightly sessions suitable for those living with dementia, using resources including RemPods that re-create sounds and smells of the seaside. With access to an extensive collection of historic photographs of the area we are well equipped to create an engaging experience. Our Community Engagement Co-ordinator and Museum Assistant have received dementia-friendly training and we made some adjustments to signage and toilet facilities to cater for this audience. The feedback we have received has been positive and we have welcomed **26 participants in total to three sessions** to end of October 2024 (sessions will continue to mid-November and we will look at a further series in the new year).
- We hosted a small display of contemporary craft jewellery from Fife Contemporary and a pop-up display created by the Friends of Methil Heritage focusing on shops in the area, using photographs and resources from the Friends' Archive and objects from the collections managed by OnFife.
- We have been working with Levenmouth Academy pupils, who are a part of the Fife Young Carers group to design a touring mural that reflects what is relevant to them in their community and what they are proud of as Fife Young Carers. These pupils worked with artist-facilitator Vanessa Gibson using song lyrics and large colourful print techniques.
- On 6 November 2024 we launched *Possible Paths* by Fife-based photographer Cate Gillon – an exhibition that celebrates former Levenmouth Academy pupils as relatable role models while exploring themes of self-esteem, identity, place, and employment. The aim of Cate's work and this exhibition is to broaden young people's horizons and challenge their perceptions of the working world, to inspire greater self-belief and community optimism.
- A series of workshops running from November to December 2024 combining yoga and creative writing to spark inspiration and promote wellbeing.

We will round off 2024 with two special Lunch with Santa sessions on 14 December aimed at children and families.

The Friends of Methil Heritage have held monthly meetings in the Heritage Centre and are available most Wednesdays and Saturdays to answer enquiries and help with research into the local history of the area.

We have been a receiving point for objects being gathered by The Green Action Trust alongside The Leven Programme for a community time capsule. We also hosted a drop-in activity day in partnership with the Trust and the Friends which brought over 30 visitors to take part in activities for past, present and future Levenmouth.

Our Warm Spaces offer within Methil Heritage Centre, providing free hot and cold drinks and snacks for any visitors has not noticeably attracted new users. We will be reviewing this provision and may remove the offer for the remainder of the funded project.

Visitor Feedback & Comments Methil Heritage Centre April-October 2024

Qualitative feedback from visitors has been gathered at Methil Heritage Centre since it re-opened in April 2024 and staff engage with visitors daily to find out more about what they enjoy and their motivation for visiting. OnFife also receives comments via social media (Facebook) and our You Tell Us customer survey/comments. This is a summary of comments received from April to October 2024.

Date	Source	Comments
21/06/2024	In-person/ You Tell Us	Love that staff had time to chat to an old lady and listen to her stories. Lovely place and the right place for sharing memories.
02/07/2024	Feedback card	Both Hannah and Mary were very helpful when we were there and Hannah managed to find the information that we were looking for. Can't thank them enough.
August 2024	You Tell Us	Visited Methil Heritage Centre. Lovely little museum and had a wonderful visit.
11/09/2024	Facebook post comments	Comments with praise to the staff and particular feedback for the Miners' Strike talk: "Excellent local history resource. Loved the recent talk on the miners' strike and the discussion on what the mining industry meant to the local area. Keep up the good work."
12/10/2024	You Tell Us	Thoroughly enjoyed the visit! Thought provoking art 10/10
12/10/2024	In-person, comment card	Great to see local Artists being showcased. Would like to see more of this
18/10/2024	In-person	Excellent trip out and very informative. Learned some new things showing you are never too old to learn something. Would love if the premises could expand to have even more on display or expand what is currently on. Planning to come back with more family who would love it.
19/10/2024	You Tell Us	Very informative talk. Will deffo come back for the next one.
16/10/2024	In-person, comment card	Very good + found out a lot about different places. Enjoyed being involved. Liked looking at pictures. Enjoyed all of the afternoon thoroughly enjoyed my afternoon. Been great, I loved it. Been very good.
26/10/2024	In-person	Thoroughly enjoyed learning the history of the local area. So pleased that the place is open.

From Graphic Novel workshops 'feedback tree' – "What would you like to see more of in Levenmouth"?

- More events that celebrate the arts!
- Kindness. Arts. Prosperity. Investment in people
- More art groups for teenagers
- Kindness
- That we embrace our community artists and give them a chance to showcase themselves
- More art!!!!
- Busier high streets
- More food! Plz
- Community events
- Community spirit
- Leisure Centre improvements
- More art events 😊
- I wish for a Waterstones in Leven High Street

Fluid Art for Mindfulness feedback sheets 5 out of 7 participants completed these in the last week:

Are the workshops what you expected?

- Better
- Yes and really beyond my expectations. Inspired me to try more as there are no failures, each piece is a work of art.
- Didn't really know what to expect, but they were great – and good to have some finished products to take home eventually!
- + much more!
- More than what I expected

What's been your favorite parts or highlights?

- Learning new skill in use of paint. Producing art work. Mixing with other people.
- All have been enlightening
- Learning a new technique
- All has been a massive learning curve! Really enjoyed not knowing what the outcome would be
- The mindfulness is my favourite part but having a beautiful end piece is definitely a highlight

Is there something you'd like to see more of, or do you have any suggestions for something different?

- More time – longer workshops
- I would like to experience more. It really has made me want to do and experience more of this type of art and to experiment
- More art workshops – textile work, natural materials (e.g. seaweed)
- More art/craft classes
- More mindful arts and craft please

Any general feedback about MHC?

- Very pleasant staff, interesting exhibits
- Very welcoming!
- Love it, love it. Great community space!!

27 November 2024

Agenda Item No. 5

Proposed 20mph Zone – A955 & New Castle Gait Housing Estate, East Wemyss

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

Wards Affected: Ward No. 22 Buckhaven, Methil and Wemyss Villages

Purpose

The purpose of this report is to allow the Levenmouth Area Committee to consider a proposal to introduce a 20mph zone on roads constructed within the new Castle Gait housing estate and an extension to the current 20mph zone on the A955, along the West end of East Wemyss.

Recommendation(s)

It is recommended, in the interests of road safety, that committee:

- (1) agree to the promotion of a Traffic Regulation Order (TRO) to introduce a 20mph zone as detailed in Appendices 1 drawing no. TRO24/48 with all ancillary procedures; and
- (2) authorise officers to confirm the Traffic Regulation Order within a reasonable period unless there are objections.

Resource Implications

The cost to formally promote this TRO will be approximately £3,500 which covers Roads & Transportation Services' and Legal Services' staff costs, advertising and delivery of the new infrastructure. This will be met from approved Service budgets.

Legal & Risk Implications

There are no known legal or risk implications.

Impact Assessment

The general duties section of the impact assessment and the summary form has been completed. No negative impacts have been identified.

Consultation

The local Ward Councillors and Police Scotland have been advised.

Formal consultation required by the Road Traffic Regulation Act 1984 for the TRO process will be carried out through the posting of legal notices in a local newspaper

and on the affected length of roads. In addition, details for the proposed TRO will be made available on www.fife.gov.uk.

1.0 Background

- 1.1 A road hierarchy has been developed for Fife in the Transportation Development Guidelines which helps developers design new housing development roads with a design speed appropriate for its function. These guidelines compliment other national standards and advice documents where residential roads are constructed to a design speed of 20 mph.
- 1.2 Residential roads in new housing developments should be reasonably self-enforcing with regards to vehicle speeds, through the road layout and traffic calming measures. As far as possible, geometry and natural features should be used to encourage speed reduction and provide the most environmentally friendly layout. Fife Council has been promoting mandatory 20mph zones in residential areas since 2003.
- 1.3 As part of this policy, 20mph zones are to be introduced on appropriate roads within new-build residential areas.

2.0 Issues and Options

- 2.1 Permission has been granted to build the new Castle Gait housing estate to the South-west of East Wemyss (planning application ref 22/00274/FULL Land To South Of A955 And West Of Randolph Street East Wemyss Fife). It is therefore necessary to introduce a 20mph zone on the roads within this development in order to bring this estate in line with other residential areas in Fife.
- 2.2 It is also proposed to extend the existing 20mph zone on A955 westwards. This is necessary to encompass the two road junctions that give access the housing estate.
- 2.3 The speed limit will be supported by traffic calming measures on A955. These will follow their own legal process and will be subject to a statutory objection period. A preliminary consultation has been carried out.
- 2.4 The extents of the proposed 20mph zone is shown on drawing no. TRO24/48.

3.0 Conclusions

- 3.1 In the interests of road safety, it is recommended that 20mph zones are promoted as shown on drawing no. TRO24/48.

List of Appendices

1. Drawing No. TRO24/48

Background Papers

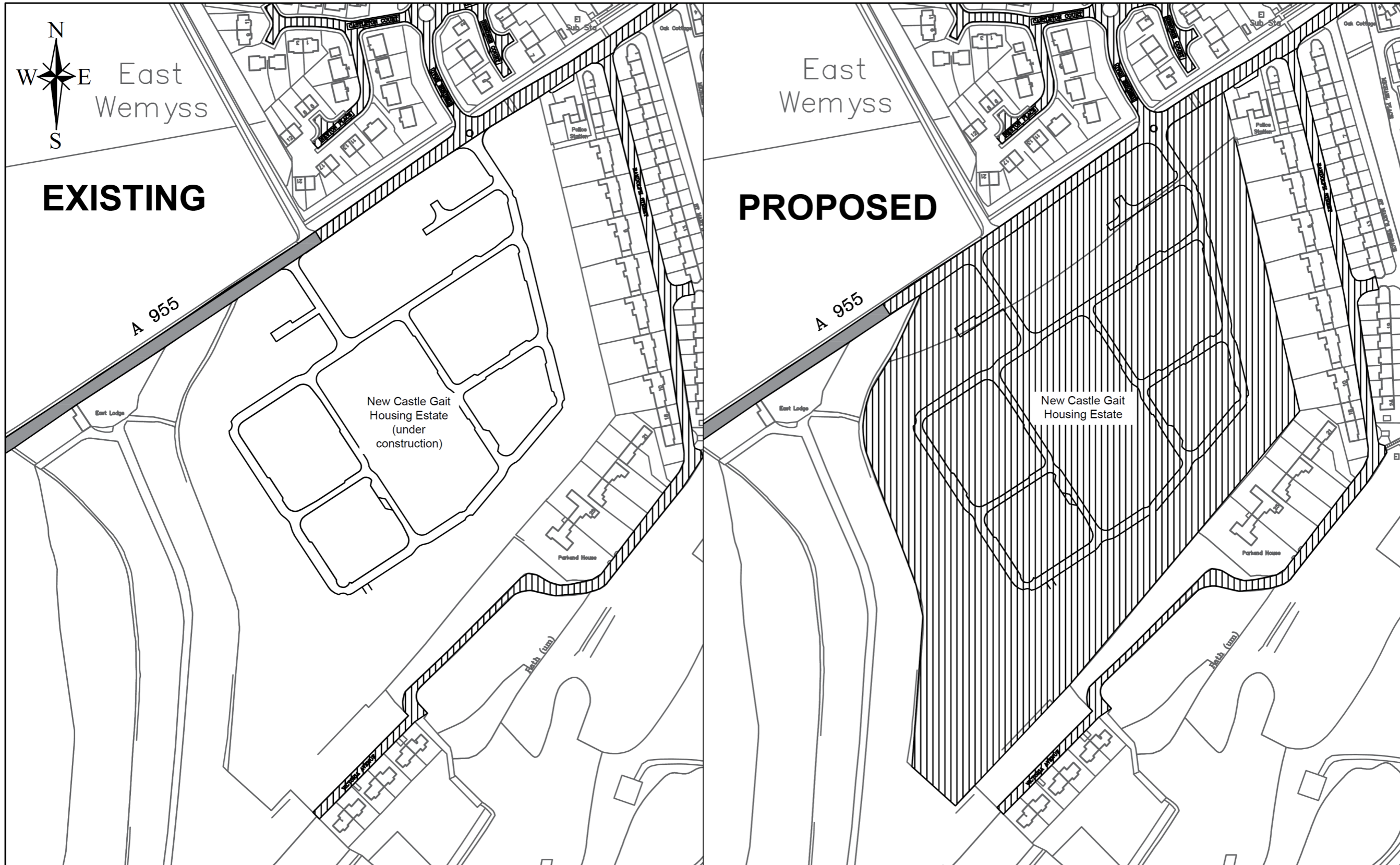
1. None

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Appendix 1



DESIGNED	EM	REV	AMENDMENTS	BY	APP'D	DATE
DRAWN	EM					
CHECKED	SS					
APPROVED	SS					
DATE						
Oct 2024						

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KEY:

 20mph  40mph

Fife COUNCIL ROADS & TRANSPORTATION SERVICES

A955 and new Housing Estate East Wemyss

SCALE: NTS DRAWING No. TRO24/48

27 November 2024

Agenda Item No. 6

Common Good and Settlement Trust Funds Annual Report 2023-2024

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

Wards Affected: All

Purpose

The purpose of this report is to advise members of the current status of the Common Good and Settlement Trust funds in the area and relevant fund activities over the financial year 2023-2024.

Recommendations

Members are asked to: -

- (1) note the information contained in the relevant appendices for the various Common Good funds and Trust Funds; and
- (2) continue to support the disbursement of Trusts funds to suitable projects which also include the amalgamation of individual trusts and where appropriate the dissolution of individual trusts including transferring the funds to suitable 3rd party organisation who are providing similar support to local priorities.

Resource Implications

None.

Legal & Risk Implications

There are no known legal or risk implications.

Impact Assessment

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

Consultation

Consultation has taken place with Place Directorate and Fife Cultural Trust.

1.0 Background

- 1.1 Annual reporting is one of a suite of measures designed to ensure that Fife's Common Good and Trust funds are managed and reported in a way that reflects best value for the organisation.
- 1.2 Historically, the Common Good Fund has comprised both capital and revenue balances. The capital balance consists of assets which are heritable property, long term debtors and investments. The revenue balance comprises current assets held in the Council's accounts on behalf of the relevant fund.
- 1.3 Settlement Trusts comprise several individual trusts and bequests specific to a defined geography which were brought together in 2014 following consultation with Community Councils and the charities regulator OSCR and/or Lord Advocate. A list of Settlement Trust and a statement of fund balances is contained in Appendix 4.
- 1.4 Non-Settlement Trusts cover more than one geography or were designated for a specific purpose. A list of Non-Settlement Trusts and a statement of fund balances is contained in Appendix 4.

2.0 Common Good and Trust Fund - Key Elements

2.1 Revenue Account

Income

- 2.1.1 The cash income received during the financial year is mainly from rents, interest on investments and external interest. Income from net gain on revaluation is a result of the revaluation of the fund's investments at the year end.

Expenditure

- 2.1.2 In line with the Council's policy, the first call on the Common Good Fund and Trusts funds is maintenance of heritable property. Disbursements / grants and other expenses are also funded from the Funds.
- 2.1.3 The amount spent on property costs and disbursements / grants are detailed within appendix 2.
- 2.1.4 The net effect of the income and expenditure on a Common Good and Trust account results in a surplus or deficit for the particular year. For 2023-24 there was an increase to Revenue Reserves of £13,745.

2.2 Projects Supported in 2023/24

Common Good

- 2.2.1 Common Good funds dispersed no funding in 2023/24.

Settlement Trusts

- 2.2.2 Settlement Trusts across Levenmouth, dispersed no funding in 2023/24.

Non-Settlement Trusts

- 2.2.3 Non-Settlement Trusts across Levenmouth, dispersed no funding in 2023/24.

3.0 Balance Sheet

3.1 Long Term Assets

Heritable Property

- 3.1.1 Heritable Property comprises land and buildings held on Common Good and Trust accounts. In the main, this is municipal buildings and recreational land of various kinds.
- 3.1.2 The attached accounts reflect the assets held on the Common Good Balance sheet and the Trust Funds as at 31st March 2024. A complete list of all Common Good assets relative to this Area is also attached at Appendix 3.

Investments

- 3.1.3 In addition to heritable property, each Common Good and Trust Fund also has investments. These investments form part of the fund's capital balances. Investments are made using the Council's standard investment strategy to maximise income to the fund.
- 3.1.4 The heritable property and investments represent the capital balances.

3.2 Current Assets

- 3.2.1 The cash & cash equivalents comprise of monies held in the Council's bank account which receive internal interest from Fife Council.
- 3.2.2 The investments, cash & cash equivalents, plus debtors and less creditors, represents the revenue balances which for 2023-24 is £280,299.00.
- 3.2.3 The revenue account and balance sheet form the financial accounts for the Common Good Fund and Trusts, and this is attached as Appendix 1 to 4 to this report.

4.0 Moveable Property

- 4.1 Moveable property held as part of the Common Good and Trusts comprises everything that is not land or buildings, e.g., Council Chains of Office, furniture, ceremonial robes and so on. A list of these assets can be found on the Common Good Register.

5.0 Conclusions

- 5.1 This report and its Appendices are intended to give members greater information on the relevant Common Good and Charitable Trusts Funds.

List of Appendices

- Appendix 1 – Combined Financial Statement and Balance Sheet
Appendix 2 – Rental Income breakdown; Property Cost breakdown; Outstanding Grants
Appendix 3 – Property Asset breakdown
Appendix 4 – Charitable Trusts financial Statement
Appendix 5 – Statement of uses for Settlement Trusts

Background Papers

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

- [Fife Council Annual Accounts 2023/2024](#)
- [Common Good Register as at 31/03/2024](#)

Report Contacts

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Financial Statement and Balance Sheet
Total Levenmouth Area Common Good Funds

2022-23	Revenue Account	2023-24
£		£
	Income	
(400)	Income from Rents (Appendix 2)	(4,450)
(865)	Interest from cash balances	(2,455)
(11,393)	Interest from Investments	(9,333)
0	Other Income	0
(12,657)		(16,237)
	Expenditure	
994	Property Costs (Appendix 2)	784
0	Grants	0
0	Other Expenditure	40
994		824
20,391	(Increase) / Decrease in Investments value	1,669
8,728	(Increase) / Decrease in Revenue Reserve	(13,745)

31 March 2023	Balance Sheet	31 March 2024
£		£
	Property Assets	
189,500	Heritable Property	599,092
3,007,123	Property Leased to Fife Council	3,770,900
3,196,623		4,369,992
	Other Assets and Liabilities	
219,338	Investments	217,669
44,616	Cash & Cash equivalents	60,421
2,601	Debtors	2,210
0	Creditors	0
266,555		280,299
3,463,178	Net assets	4,650,291
(3,196,623)	Capital Reserves	(4,369,992)
(266,555)	Revenue Reserve (incl Investments)	(280,299)
(3,463,178)	Total Reserves	(4,650,291)

Movement in Property Assets & Capital Reserves	£
Heritable Property - Capital Expenditure	0
Heritable Property - Gain / Loss on disposals	0
Heritable Property - Depreciation & Revaluation	409,592
Leased Property - Depreciation & Revaluation	763,777
	1,173,369

Appendix 1 (cont)

Financial Statement and Balance Sheet
by individual Common Good FundBuckhaven
& Methil

Leven

Revenue Account	2023-24	2023-24
	£	£
Income		
Income from Rents (Appendix 2)	0	(4,450)
Interest from cash balances	(21)	(2,433)
Interest from Investments	(56)	(9,277)
Other Income	0	0
	(77)	(16,160)
Expenditure		
Property Costs (Appendix 2)	0	784
Grants	0	0
Other Expenditure	0	40
	0	824
(Increase) / Decrease in Investments value	10	1,659
(Increase) / Decrease in Revenue Reserve	(67)	(13,677)

Balance Sheet	31 March 2024	31 March 2024
	£	£
Property Assets		
Heritable Property	0	599,092
Property Leased to Fife Council	721,891	3,049,009
	721,891	3,648,101
Other Assets and Liabilities		
Investments	1,307	216,362
Cash & Cash equivalents	485	59,935
Debtors	13	2,196
Creditors	0	0
	1,806	278,493
Net assets	723,697	3,926,594
Capital Reserves	(721,891)	(3,648,101)
Revenue Reserve (incl Investments)	(1,806)	(278,493)
Total Reserves	(723,697)	(3,926,594)

2023-24 Rental Income Breakdown

Description	£
Leven	
Bowling Club	3,750
Greig Institute, Forth Street - Fife Voluntary Action	700
Total Levenmouth Area Common Good Rental Income	4,450

2023-24 Property Costs Breakdown

Description	£
Leven	
Fire Insurance - Forth Street/South Street	784
Total Levenmouth Area Common Good Property Costs	784

Outstanding Grants from previous financial years

Description	£
Leven	
Heart, Mind & Soul: Silverburn Park	10,000
Total Levenmouth Area Grants	10,000

Analysis of Common Good Fund Property Assets

Buckhaven & Methil

	NBV (£)
Property Assets Leased to Fife Council	
Muiredge Park Methilhaven Road	1
Sandwell Street Park Sandwell Street	516,890
Buckhaven Burgh Chambers 1, College Street	205,000
	721,891

Leven

	NBV (£)
Heritable Property Assets	
Greig Institute Forth Street	169,000
Leven Bowling Club The Links, Links Road	430,092
	599,092
Property Assets Leased to Fife Council	
Thislte Golf Course Leven Links	275,000
Scoonie Golf Course, Links Road	1,346,930
Links Park & Beach Promenade	10,286
Letham Glen Scoonie Brae	472,629
Leven Public Convenience, Promenade	150,381
Promenade Car Park Promenade	523,783
Carberry House Scoonie Road	270,000
	3,049,009
Other Property Assets	
Festival Gardens Promenade	0

Total Heritable Property	599,092
Total Leased to Fife Council	3,770,900
Total	4,369,992

2023-24 FINANCIAL STATEMENT - TRUSTS & FUNDS LEVENMOUTH AREA & FIFE WIDE		2023-24 Income and Expenditure				Balances Held at 31st March 2024		
		Grants Awarded	Bank & Investment Interest	(Gains) / Losses on Investments	(Surplus) / Deficit for year	Investments	Cash at Bank (incl Debtors)	Total
	Area	£	£	£	£	£	£	£
Settlement Trusts								
Buckhaven & Methil		0	(509)	4	(505)	510	1,048	1,558
Kennoway		0	(59)	4	(56)	510	835	1,345
Leven		0	(478)	35	(443)	4,595	6,586	11,181
Other OSCR Registered Trusts								
Frances Lawson's Bequest Benefit of Library at Simpson Institute	Largo	0	(61)	3	(58)	445	910	1,354
B.F Nisbet's Trust & Garden Upkeep of Public Gardens, Station Road, Lundin Links	Lundin Links	0	(340)	21	(319)	2,775	4,779	7,554
Other Trusts & Funds								
Letham Glen Fund Maintenance of gates to Letham Glen	Leven	0	(312)	21	(291)	2,717	4,228	6,945
Mrs Balfour Legacy Upkeep of ground at Carberry House	Leven	0	(18)	1	(17)	149	245	394
Graves Dressing Funds								
East Wemyss Cemetery	East Wemyss	0	(1,019)	67	(952)	8,726	13,966	22,692
Scoonie Cemetery	Leven	0	(469)	31	(438)	4,008	6,428	10,435
Scoonie Cemetery Flowers	Leven	0	(3)	0	(3)	25	41	66
Methilhill Cemetery	Methilhill	0	(458)	30	(428)	3,913	6,285	10,197
West Wemyss Cemetery	West Wemyss	0	(17)	1	(16)	148	230	378
West Wemyss Cemetery Flowers	West Wemyss	0	(7)	0	(6)	60	94	154
* Ex Fife County Council Burial Grounds	Ex Kirkcaldy	0	(671)	44	(627)	5,760	9,178	14,937
* Other Burial Grounds	District Council	0	(6)	0	(6)	52	85	137

* These two funds are shared across the area committees covering the Former Kirkcaldy District Council area

Charitable Purposes

These are the charitable purposes recognised in section 7(2) of the Charities and Trustee Investment (Scotland) Act 2005.

- a) The prevention or relief of poverty.
- b) The advancement of education.
- c) The advancement of religion.
- d) The advancement of health.
- e) The saving of lives.
- f) The advancement of citizenship or community development (including rural or urban regeneration).
- g) The advancement of the arts, heritage, culture, or science.
- h) The advancement of public participation in sport.
- i) The provision of recreational facilities, or the organisation of recreational activities with the object of improving the conditions of life for the persons for whom the facilities or activities are primarily intended.
- j) The advancement of human rights, conflict resolution or reconciliation.
- k) The promotion of religious or racial harmony.
- l) The promotion of equality and diversity.
- m) The advancement of environmental protection or improvement.
- n) The relief of those in need by reason of age, ill-health, disability, financial hardship or other disadvantage.
- o) The advancement of animal welfare.
- p) Any other purpose that may reasonably be regarded as analogous to any of the preceding purposes.

27 November 2024
Agenda Item No: 7

Complaints Update

Report by: Mike Enston Executive Director - Communities

Wards Affected: All Levenmouth Wards

Purpose

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

Recommendation(s)

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

Resource Implications

There are no direct resource implications arising from this report.

Legal & Risk Implications

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

Impact Assessment

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

Consultation

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

1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area-based complaints information.
- 1.2 This is now the eleventh annual report to area Committees, this report covering complaints relevant to the Levenmouth Committee area.
- 1.3 Scottish Councils must follow the model complaint handling procedure developed by the Scottish Public Services Ombudsman (SPSO). The model was designed to provide a simpler, more consistent process for customers to follow and encourages local authorities to make best use of lessons learned from complaints. A revised version of the procedure with minor changes was launched in April 2021
- 1.4 The analysis by area in this report is based upon the address of the complainant rather than the geographic location of the complaint itself. It should be noted that this may occasionally give odd results, e.g., complaints concerning beaches in Dunfermline.
- 1.5 The Council responds to over 7 million contacts from customers across Fife every year. Results from historic satisfaction surveys, customers are generally satisfied with the services the Council provides. Where customers do have cause to complain about services received, we aim to resolve these quickly and to learn from feedback to improve future services.

2.0 Area Complaints

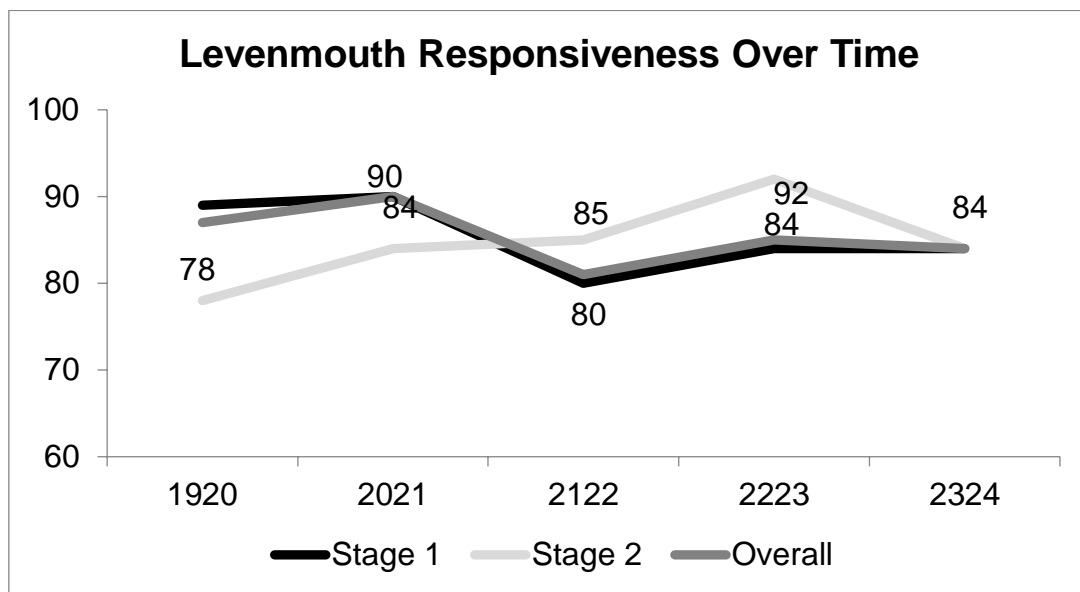
- 2.1 The following table provides the volume of complaints and the responsiveness to target timescales for the Levenmouth Area Committee.

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	252	211	84% (85% 22-23)
Stage 1 (5 days)	221	185	84% (84% 22-23)
Stage 2 (20 days)	31	26	84% (92% 22-23)

- 2.2 252 complaints were received relating to the Levenmouth area in 23-24 of which 252 were closed. Complaints are categorised in the system upon closure. We aim to deal with stage 1 complaints immediately if we can but at least within 5 working days. Stage 2 should be dealt with in 20 working days, with updates if investigations will take longer. The procedure allows for extensions to these timescales, and these are frequently applied particularly in more complex cases.
- 2.3 Responsiveness has generally improved when compared against last year to stage 2 cases and overall, in timescale. The average time to close all complaints was 5.6 working days worse than last year's 5.2 working days yet better than the Council average of 6.5 working days.
- 2.4 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)

2.5 Generally there has been improvement since 21-22 to complaints completed in target timescales.

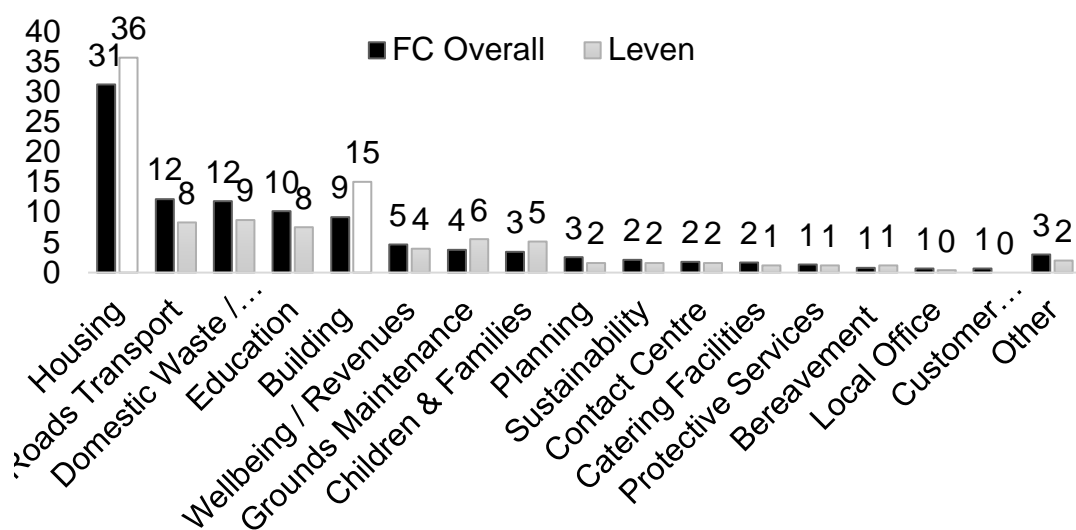


2.6 The contact channel used for complaints can be seen in the following graph. There has been an increase in the use the web (71% in 22-23) mainly replacing face to face visits.

Receipt Channel	Levenmouth	FC Overall
Web	73%	65%
Email	8%	16%
Contact Centre	10%	8%
F2F	5%	4%
Tel	3%	4%
Letter / Form	1%	3%

2.7 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



2.8 Differences of note include that there are proportionally more complaints concerning Housing and Building Services. The largest category for these complaints were a failure to respond to previous complaint / request for service / enquiry / reported fault for Housing and poor communications - poor regarding work being / to be undertaken for Building Services.

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

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Vol	% All in Time
Children Family	9	89%	4	0%	13	62%
Housing	78	65%	12	100%	90	70%
Sustainability	4	75%	0	100%	4	75%
Education	11	82%	8	88%	19	84%
Roads	20	90%	1	100%	21	90%
Grounds	14	93%	0	100%	14	93%
Building	37	95%	1	100%	38	95%
Audit & Risk	2	100%	0	100%	2	100%
Bereavement	3	100%	0	100%	3	100%
Catering	3	100%	0	100%	3	100%
CLD	1	100%	0	100%	1	100%

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Vol	% All in Time
Contact Centre	4	100%	0	100%	4	100%
Domestic Waste	22	100%	0	100%	22	100%
Wellbeing	9	100%	1	100%	10	100%
Local Office	1	100%	0	100%	1	100%
Planning	2	100%	2	100%	4	100%
Protective	1	100%	2	100%	3	100%
Grand Total	221	84%	31	84%	252	84%

- 2.10 Please note that from the 41 cases that ran over the target timescales, 29 of those cases had extensions agreed with customers (71%). 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).
- 2.11 Taking account of the valid extension greatly improves the tabled results e.g. Children & Families, adjusting for the extension, would then have 85% of complaints in agreed timescale, Housing with 91% and Education would have 100%.

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

Service	Category3	2022-23	2023-24
Building Services	Card left when tenant in property	0	1
	Council vehicle - driving behaviour/standards	0	1
	Council vehicle - parking	1	0
	Delay in start / completion of work	1	0
	Failure to attend at time advised / agreed	3	6
	Failure to fix first time	5	4
	Failure to meet timescales for job	2	0
	Failure to respond to previous complaint / request for service / enquiry / request / reported fault	1	1
	Health & safety / dangerous occurrence	3	1
	Inappropriate staff attitude / behaviour	5	4
	Noise levels from work activities	2	1
	Poor communications - advance notice of work not given	0	1
	Poor communications - poor regarding work being/to be undertaken	6	11
	Standard of workmanship - damage	3	1
Standard of workmanship - mess	2	0	

Service	Category3	2022-23	2023-24
	Standard of workmanship - tenant unhappy with work	2	3
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	7	3
Building Services Total		43	38
Domestic Waste and Street Cleansing	Anything that doesn't fit within other categories.	1	2
	Bin not returned properly / bin is missing	3	2
	Bulky not collected / only part collected	2	2
	Collection has left spilt waste in street / at property	1	0
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	8	2
	Dissatisfaction with policy / organisational arrangements (frequency of street cleaning, routes, methods etc)	0	1
	Dissatisfaction with policy / organisational arrangements including charging policy	1	1
	Dissatisfaction with standard of street cleanliness	2	0
	Dissatisfaction with Take Out & Return TOR service	7	1
	Failure to collect / empty bin	5	8
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0

Service	Category3	2022-23	2023-24
	Household waste dumped in street / garden / yard	0	1
	Inappropriate staff attitude / behaviour	0	2
	Service cancelled outside of council control	2	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	0
Domestic Waste and Street Cleansing Total		36	22
Children & Families	Delays in completion of assessment - Parent/Carer	1	0
	Dissatisfaction with assessment outcome - Child or Young Person	2	0
	Dissatisfaction with assessment outcome - Parent/Carer	3	0
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	0	1
	Inappropriate staff attitude / behaviour	4	4
	Inconsiderate / inappropriate use of council vehicle	0	1
	Poor communications including lack of notice, consultation & engagement	3	5
	Unacceptable standard of care (looked-after children) - Child or Young Person	0	1
	Unacceptable standard of care / support (families) - Child or Young Person	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0
Children & Families Total		14	13

Service	Category3	2022-23	2023-24
Education	Anything that doesn't fit within other categories.	0	2
	Behaviour/actions of a pupil impacting on the safety/ emotional wellbeing/ educational provision of others.	1	1
	Bullying By Pupil	1	3
	Content of subject including religious education sex education etc	0	1
	Dissatisfaction with policy current arrangements	0	3
	Inappropriate staff attitude behaviour	0	3
	Poor communications including lack of notice consultation engagement	2	4
	Pupil Attendance	0	1
	Standard of supervision	2	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1
Education Total		6	19
Grounds Maintenance	Anything that doesn't fit within other categories. To be reviewed regularly by the service	0	1
	Damage to Private Property	0	1
	Fence Damage	0	1
	Footpath Clearance	0	2

Service	Category3	2022-23	2023-24
	Grass Cutting	4	4
	Grounds Maintenance Policy	1	0
	Inappropriate staff attitude / behaviour	0	1
	Location of Tree	0	2
	Overhanging / Damaged Trees & Shrubs	2	1
	Poor communications including lack of notice, consultation & engagement	1	1
Grounds Maintenance Total		8	14
Housing	ASB neighbour dispute	1	0
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	1	1
	Assessment of FHR - Dissatisfaction with information/advice given	5	2
	Assessment of FHR - Dissatisfaction with time taken	1	2
	Damp Team	0	1
	Delays in Start / Completion	4	6
	Dispute with Neighbours	3	0
	Disputed Recharges	1	0
	Dissatisfaction with policy / current arrangements	1	1

Service	Category3	2022-23	2023-24
	Dissatisfaction with policy / current arrangements including allocations criteria	3	1
	Dissatisfaction with policy / current delivery arrangements	1	0
	Dissatisfaction with policy / current delivery arrangements eg rent levels, rent increases, collection	1	1
	Dissatisfaction with policy / current delivery arrangements eg timescales, priorities, criteria	9	9
	Dissatisfaction with tenancy support policy or current delivery arrangements	2	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	10	11
	Fencing	3	4
	FHR Partner - Fife Housing Group	1	0
	FHR process – Dissatisfied as process not meeting applicants needs	0	1
	FHR Process - dissatisfied with time on housing list waiting to be made a fair offer	0	2
	Fixed Penalty Notice	0	1
	Garages / lock-ups	1	0
	Garden issues	0	1
	Garden Maintenance Service	2	0

Service	Category3	2022-23	2023-24
	Housing Technical Officer	0	4
	Inappropriate staff attitude / behaviour	6	3
	Management of Communal Areas inc grass cutting, overgrown trees & bushes	3	3
	Missed from Programme	1	0
	Mutual repairs	0	1
	Noise	1	1
	Pets & Animals	1	0
	Poor communications including lack of notice, consultation & engagement	1	3
	Poor Condition / Standard of Housing	7	5
	Poor standard/condition of property at start of tenancy	0	1
	Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	9	6
	Rent Discrepancies inc delays in refund of credits	1	0
	Rubbish	3	1
	Snagging issues	0	1
	Transfers inc mutual exchanges	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	10	14

Service	Category3	2022-23	2023-24
	Waiting Times	3	1
Housing Total		96	90
Roads & Transportation	Anything that doesn't fit within other categories.	1	3
	Application process such as timescale/proofs/photographs/ Mobility Assessment	4	0
	Bus Stations, quality, condition, layout, signage of bus stations including disabled access provision	1	0
	Damage to vehicles / property	1	0
	Dissatisfaction of service provided	0	1
	Dissatisfaction with car parking provision / charging policy	0	1
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc	1	0
	Dissatisfaction with service provision	0	1
	Escalated to stage 2 based on timescale	1	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	1	1
	Inadequate notice of road and footpath works including road closures	1	1
Inappropriate staff attitude / behaviour	0	1	

Service	Category3	2022-23	2023-24
	Insufficient number of grit bins provided	2	0
	Issues with faulty cards	0	1
	Localised flooding due to blocked gullies / drainage eg roads, footpaths, gardens, property etc	3	0
	Opposition to traffic calming measures including humps, build-outs & 20mph zones	1	0
	Poor communications including lack of notice, consultation & engagement	1	0
	Poor condition of footpath / cycle path	0	1
	Poor standard of road repairs / maintenance work including incomplete work	1	0
	Potholes / poor condition of road surface	2	2
	School transport operation of Service i.e. late / did not arrive/condition of vehicle/driver conduct/behaviour of other passenger/route issues/timetable issues	0	1
	Street light repairs	3	1
	Traffic Signals/Controlled Crossing Not Working Correctly	0	1
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	2
	Use / provision of disabled parking including on-street and off-street disabled parking bays	0	1

Service	Category3	2022-23	2023-24
	Vehicular access to pedestrianised areas	0	1
Roads & Transportation Total		24	21

Complaint examples

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

Service Area	Category	Complaint (summarised / redacted)
Housing	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	<p>Example: After multiple attempts by my rent officer to contact my housing officer on my behalf to report a number of issues with my property ,including mould on walls & windows access to my front door because of overgrown bushes and trees also the gutters don't hold the water causing a downpour of water above my front door ,there is access blocked to my back garden due to neighbour fence collapsing plus overgrown trees pushing my fence down making play a danger for my kids ,the access to my front path has caused my son to fall and break his foot on overgrown brambles ,I am disabled with mobility problems and my wife suffers chronic bronchitis which causes bad chest infections complicated by mould this is the second council property we have been put up in that is riddled with mould this has made my wife's condition worse ,I think it is an utter insult charging full rent considering the issues with the property and the fact that after multiple attempts to make contact by my rent officer is being ignored it is insulting ,I am feeling totally fobbed off and I am ready to seek legal help and name and shame this housing officer that has been ignoring us.</p> <p>Outcome: Complaint upheld, and apology offered.</p> <p>Housing attended and offered advice, booked repairs and instructed tenant to move furniture ready for wall test. Officer spoken to regarding responsiveness to customers.</p>
Building Services	Poor communications - poor regarding work being/to be undertaken	<p>Example: Tenant has been in multiple times to report damaged roof which started in 2021 and is still in property with leaking roof and water damage in every room, someone has come out from Building services and agrees she needs new roof but still no work carried out or even any communication on a time scale of when could be completed.</p> <p>Outcome: Complaint upheld, and apology offered</p> <p>Repairs had been undertaken and roof booked for replacement months prior however state of</p>

Area	Service Category	Complaint (summarised / redacted)
		repair was such that repairs were not lasting. Roof replacement expedited.
Domestic Waste	Failure to collect / empty bin	<p>Example: For the last 6 weeks (3 bin cycles) my blue bin has not been emptied. 8 weeks ago I was lucky enough to catch the lorry in my street and stood and watch as the council employee emptied every other bin in my area but not mine. When I challenged the employee, he stated because my blue bin was a different shade of blue he didn't think it should be emptied. I argued that my blue bin has to be emptied otherwise I would call his department and make a complaint. He then emptied my bin. I have not been able to catch them again and this has meant my bin has not been emptied.</p> <p>Outcome: Complaint upheld, and apology offered.</p> <p>Bin serviced and arrangements made for standard blue bin to replace current to prevent further recurrence.</p>

3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence.
- 3.4 There are good examples when the Council listens to customer feedback and makes improvements to future service provision. Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.) the complaint has been addressed directly with employees, so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date the team have focussed upon key aims, including:
 - Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).

- Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.

3.7 Escalation & Resolution continue to support Elected Members, MP and MSP to resolve issues for constituents when the ‘business as usual’ process has not worked effectively. Support in the main has been to the local MP and MSP politicians that represent Fife. The team are resourced to have capacity to respond to local area Elected Members on constituent’s cases and advise accordingly or indeed log any enquiry or complaint raised on behalf of Members.

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

Levenmouth	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	31%	18%	18%	33%
Stage 1	30%	14%	20%	35%
Stage 2	35%	42%	6%	16%

Comparison to the Fife Council overall results.

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

4.0 Complaint Satisfaction

4.1 In historic reports to this Committee the data used to provide satisfaction with complaint handling amongst more general satisfaction was obtained from a generic transactional survey of four questions emailed out on a four-weekly basis. Following changes to both the Council’s website and the customer management system this transactional survey became obsolete.

4.2 The complaints procedure requires that complainants are surveyed so the previous generic survey was replaced in January 2022 with a bespoke version that covers standard questions as agreed from the Local Authority Complaint Handlers Network. These questions will ultimately allow benchmarking amongst network members.

4.3 The replacement complaint satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements generally 4 weeks after their complaint has closed.

- Information about the complaint procedure was easily accessible.
- I found it easy to make my complaint.
- I was happy that the person considering the matter fully understood my complaint.
- I was given the opportunity to fully explain my complaint.
- The points of my complaint were identified and responded to.
- The response to my complaint was easy to understand.
- Overall, I was satisfied with the handling of my complaint.
- I was told if the response was going to take longer than the set timescales (five working days at stage 1 and 20 working days at stage 2).

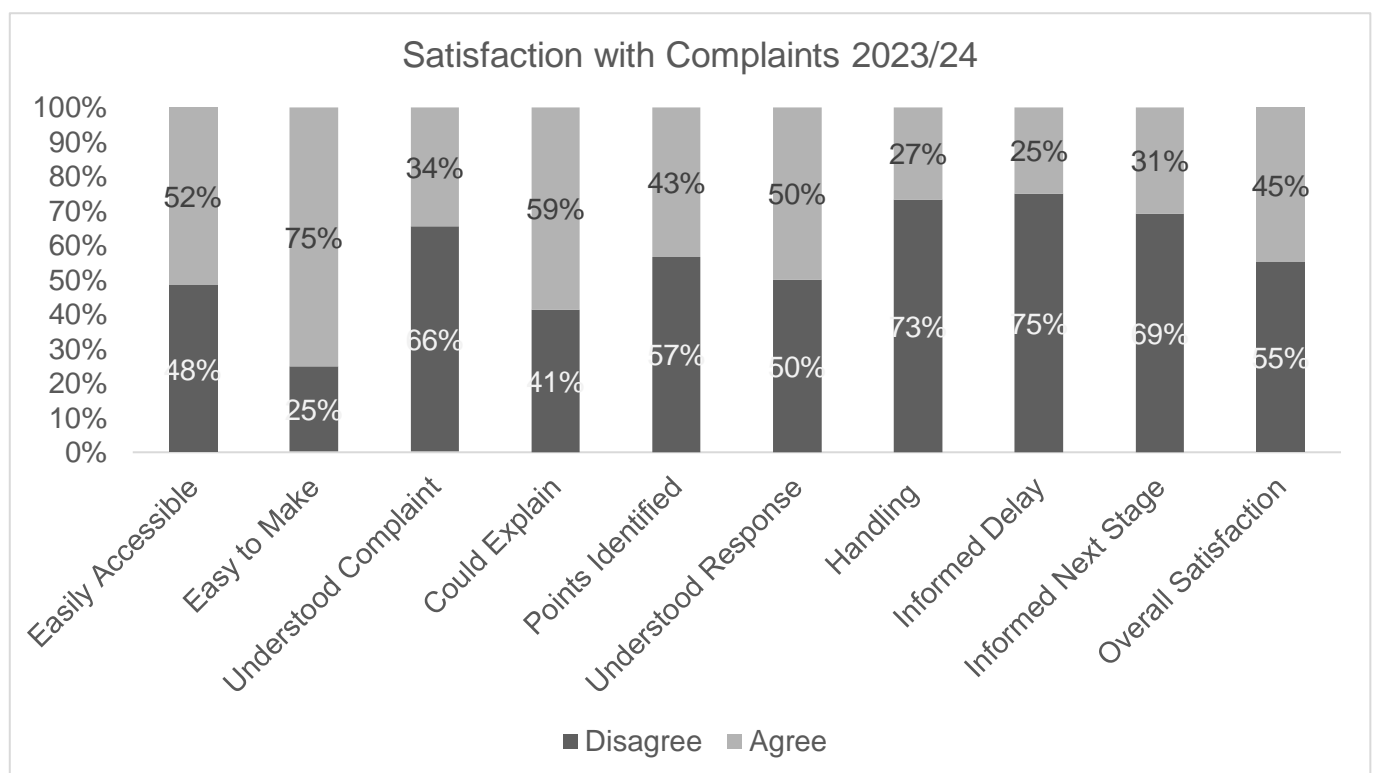
- I was clearly told what the next stage of the complaints process was for me.

4.4 This replacement survey now requires a manual issue of these questions by email however has added benefit over the previous generic transaction survey as the text from a complainant’s actual complaint is given as a reminder to make the survey more focussed.

4.5 There were 37 replies from complainants claiming residency in the Levenmouth Committee area. Comments included:

- I feel that after the complaint was made, I was finally being listened to and it was handled quickly.
- Complaint still not actually dealt with.
- Wish I had used this channel sooner to get the matter resolved - it would have been helpful if I had been encouraged to do so.
- The matter hasn't been resolved; I was told a line was raised some time ago but hasn't been actioned, yet which is strange as another tree two doors away was trimmed some weeks ago?

Overall satisfaction was 45% the same as last year’s figure of 45%. The result is below the council average of 50%. Satisfaction with each question is as shown on the following graph.



4.6 It would appear from the graph that 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 7 cases for the Levenmouth 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
Children & Families	Professional conduct	Not taken forward for investigation
Planning	Objection to planning	Not taken forward for investigation
Housing	Property maintenance	Not taken forward for investigation
Planning	Objection to planning	Not taken forward for investigation
Housing	Decant process	Not taken forward for investigation
Housing	Standard of housing	Partially upheld
Planning	H100 Project	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	1036	871	669	840	Actual complaints around missed bins will overlap with service requests.

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

7.0 Compliments

- 7.1 Improved database access now allows reporting of 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 15 compliments received from customers in the Levenmouth area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Vol	Example
Building Services	9	I had to phone an emergency gas/plumber out twice on Sunday to my mother's house as the first time there was no heating and second time was water pouring down the walls from upstairs and a nice man called Jimmy Clark came out both times and the second time he went above and beyond to get the leak found he had fixed one leak and another sprung up that's how we found out that the new heating that was put in two years ago had been connected to old pipes and that was what had caused the leak. So, we would like to tell you that he is a great hard worker and very friendly and explained everything he had done so thank you.
Domestic Waste	1	Customer has called in as she is on the TOR Service and wanted to express her appreciation and gratitude for this and thank all the crews for all their hard work throughout the year - very much appreciated.
Education	1	Lots of people can be quick to complain about things but very rarely do people highlight when things have been managed well. I think the staff team have dealt with a challenging year professionally, consistently and with the children's best interests at heart.
Grounds Maintenance	2	I just wanted to let the horticultural team know how much me and my family appreciate you caring for the grass banks here in a very biodiverse/ ecological friendly way. It means a great deal and you care for it very well with leaving half of the grass on each side of our property to flourish for wild floral and fauna. Me and my family can't thank you enough for working with us to keep the grass long.
Housing	2	Very happy with the allocation of new property and would like to pass on thanks to allocation officer Bruce Combes who has assisted in moving them to a nice flat and a nice neighbourhood. Tenant is very happy.

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) was poorer than last year impacted by the responsiveness of a small number of Services. Responsiveness does however improve when adjusted for the extensions (valid under the procedure) that are sometimes necessary due to mitigating factors such as the complexity of issues raised. The average working days to respond to all complaints was again worse than last year however better than the Council

average. These figures are important as we consider responsiveness as a key driver of customer satisfaction.

- 8.2 The issues customers complained about within the Levenmouth area are broadly similar to those made across Fife as a whole, however, there were in terms of proportionality, more complaints for Housing and Building Services. The largest categories for these complaints were a failure to respond to previous complaint / request for service / enquiry / reported fault for Housing and poor communications - poor regarding work being / to be undertaken for Building Services.

List of Appendices

None

Background Papers

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

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

Report Contacts

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27 November 2024

Agenda Item No. 8

Area Housing Plan 2024-25

Report by: John Mills, Head of Housing Services

Wards Affected: 21 and 22

Purpose

The report seeks Area Committee approval for a revised area housing plan which sets out area performance, service delivery and highlights key housing issues for Members' consideration.

Recommendation

Members are asked to consider and approve the Levenmouth Area Housing Plan for 2024 – 2025.

Resource Implications

Work is taking place within agreed HRA local and capital budgets.

Legal & Risk Implications

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

Impact Assessment

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

1.0 Background

- 1.1 The Council has a vision to create a Fairer Fife where all residents live good lives, make informed choices and have a sense of control so that they can reach their full potential and where all children are safe, happy and healthy. At the heart of the Plan for Fife is the aim to reduce inequalities and to promote fairness in everything that we do. It is recognised that having a fairer Fife will benefit everyone. Housing Services, as the largest landlord in Fife, can improve the lives and opportunities of its tenants through effective neighbourhood management and community led improvement initiatives.

- 1.2 The Area Housing Plan shows how we work with partners and local communities to improve housing services in the area. Tenant and residents have told us their concerns and issues where they live and together, we have identified what we can do to address these issues. We have looked at how well we are doing managing our homes to prioritise which services we need to improve.
- 1.3 The plan links into different policies and strategies across Fife including; Plan 4 Fife, Local Housing Strategy, Area Lettings Plan, Levenmouth Tomorrow and Pathway to Improvement (Annual Return on the Social Housing Charter).

2.0 Development of the Area Housing Plan

- 2.1 The previous Area Housing Plan covered the period 2023-26. Since then, we have developed a new annual Area Housing Plan focusing on key performance areas in line with discussions with the Area Committee Conveners and Vice-Conveners.
- 2.2 Tenant participation is a key part of our housing strategy. Being part of organised groups gives our tenants and residents a greater voice when talking about local issues. We work closely with Tenant and Resident Associations and carry out area walkabouts with representatives and partner services to identify areas of concern, creating action plans and reporting on progress.
- 2.3 The Area Housing Plan highlights performance and states tenants in Levenmouth Area are 92.4% satisfied with the overall service provided. 86.6% of tenants are satisfied with the management of their neighbourhoods. 86.6% of our tenants advise they think their rent is good value for money.
- 2.4 In Levenmouth over recent years, the Council has delivered Affordable Housing. Currently, there is an acute need for more council new build properties in this Area. We have linked in our Strategic Housing Investment Plan (SHIP) to give Members the opportunity to explore potential new builds sites in the Levenmouth Area.
- 2.5 We have highlighted the role of the Housing Investment Programme and the Council's intention to continue to invest in council houses. Investments include; kitchens, central heating, bathrooms, roofs, rewiring, smoke detectors, secure door entry systems, structural works, electrical testing and external walls. (See AHP action plan)

3.0 Local Issues Action Plans

- 3.1 It is recognised there is a need for more affordable housing in the Levenmouth area. In year 2023/24, 9 properties were bought through our acquisitions policy in the Levenmouth area.
- 3.2 There were 35 new build properties completed at the new care village in Methil with a further 8 large family homes developed in High Street Lower Methil. In addition, a further 43 properties are nearing completion in Langside / School Road area of Kennoway area, totalling 86 new build properties in the years of 2023 and 2024.
- 3.3 The lack of family housing / specific needs housing is recognised as a key housing issue throughout the area. We will provide feedback on the number of tenants who have downsized using the Tenant Incentive Scheme, we will build larger family homes, we will ensure 30% of the affordable housing programme is for specific needs customers including 6.5% for wheelchair housing and will carry out adaptations to existing homes to keep tenants at home where feasible.

- 3.4 We are committed to a number of projects throughout the area which will see improvements to the communal areas of some of our flatted properties. We have also committed to carrying out more estate walkabouts so that we can work together with the tenants and residents to identify further issues that they feel are important to address.
- 3.5 We will continue to work in partnership with Safer Communities and take robust action against perpetrators of anti-social behaviour. We will utilise allocation discretion where appropriate and increase the number of “Housing First” tenancies within the area.

4.0 Conclusions

- 4.1 Through the Area Housing Plan, we have identified local issues through engagement with local communities and elected members and created an action plan to address these. This is intended to encourage member scrutiny of our work to address those concerns and demonstrate improved outcomes.

List of Appendices

1. Levenmouth Area Housing Plan 2024-25 (Inc Action Plan)

Report Contact

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Levenmouth Area Housing Plan 2024/25



Introduction

The Fife Housing Partnership supports the [Scottish Governments Housing to 2040](#) vision for everyone in Scotland to have a safe, high-quality home that is affordable and meets their needs in the place they want to be. [The Fife Housing Partnership Local Housing Strategy 2022-2027](#) is the strategic plan in which the key areas of focus are outlined:

1. Ending Homelessness
2. More Homes in the Right Places
3. A Suitable Home
4. A Quality Home
5. A Warm Low Carbon Home

Whilst the Local Housing Strategy sets out the strategic plan for Fife, the Area Housing plan sets out our responsibility for the delivery of local plans for and with local people. This Area Housing Plan aims to illustrate how Levenmouth area housing team works with our partners and local communities to improve how we deliver housing services across the local area.

The area housing plan is our commitment to the ongoing work required on:

- New Homes,
- Letting Empty Houses,
- Improving Property Condition
- Looking after tenancies.

Working in partnership with tenants, residents and elected members, we have identified the key areas of focus for improvement, which have been described within the content of this Levenmouth Area Housing Plan.

The Levenmouth Area Housing Plan was approved by Levenmouth Area Committee on **xx/xx/xxxx**

This plan supports Fife Council wider strategies, policies and plans. The below infographic demonstrates the link between this area housing plan and the wider strategies, policies and plans that it supports.



Levenmouth is part of the Kirkcaldy and Central Housing Market Area and includes the electoral wards of:

Ward 21: Leven, Windygates, Kennoway, Lundin Links, Upper Largo, Lower Largo.

Ward 22: Buckhaven, Methil, Methilhill, East & West Wemyss, Coaltown of Wemyss

Through the [Fife Housing Register](#) webpage, you can now view our new [interactive map](#) which shows where all housing partners have properties in our area. This will help you make an informed decision about your preferred areas of choice if you want to submit a Fife Housing Register application.

Performance Information

Stock Profile

Fife Council is the largest landlord in the Levenmouth area. The stock profile below shows that we are responsible for the management of 4508 homes.

Stock by type			Stock by size		
	Fife			Fife	
Sheltered	126	1253	Bedsit	2	256
Flat/Maisonette	122	1659	1 bed	879	7422
4 in a block	1934	8152	2 bed	2308	14680
Flat/Tenement	266	4910	3 bed	1138	7515
High rise flat	159	706	4+ bed	181	1220
House	2028	15666			



**Total stock figures include Sheltered Properties*

Stock figures show that there is a higher percentage of 4 in a block type properties in Levenmouth compared to all Fife stock, with a lower number of tenement type properties. Our stock profile also shows that much of our stock is 2-bedroom property, which is a contributing factor impacting availability of homes for larger families.

Of our 4508 homes there are currently 177 properties that are non-lettable. This consists of 163 properties that are in use for temporary accommodation, 8 properties being used for decanting purposes, 3 properties long-term unlettable due to issues with gas/electric supply and 3 properties pending major improvements. This means that currently there are 4331 properties that are lettable.

Voids & Allocations

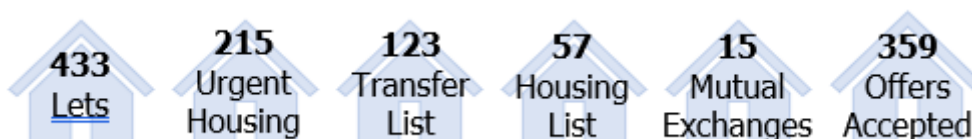
When properties become void (vacant), we need to ensure this time is kept to a minimum. However, we need to balance that by ensuring the condition of the property meets our standard and health and safety checks are carried out. Rental loss for the void period affects the income to the council, in the previous year we lost 1.28% of rental income due to 376 properties being void across the Levenmouth area. Our average turnaround time is 34.27 days, which compared against the Fife wide average turnaround figure of 39.50 days.

Every year in Levenmouth, more people apply for housing than what becomes available meaning demand is much higher than availability. Our annual Letting Plan will run in tandem to the Area Housing Plan sets out the profile of properties we expect to become available in the following year and how we intend to distribute those properties between the different category groups: (see appendix 2).

- Urgent Housing
- Transfer list
- Housing List

Allocations play a key role in ensuring that we make best use of housing stock, and we have committed to allocate properties fairly across the different applicant categories. We will continue with a transfer led allocations and allocate 60% to Homelessness, 25% to Transfer and 15% to Housing lists. It is worth noting that Fife Council declared a Housing Emergency on 21st of March 2024, this was as a direct response due to the excessive pressure being placed upon Fife Housing Partnership landlords. This announcement was followed closely by the Scottish Governments announcement.

The Fife Housing Register waiting list shows that 1441 applicants have Levenmouth as their first area of choice, this accounts for 11.16% of all current applicants. In the previous year, we made 459 offers of housing of which 78.21% were accepted, this shows that allocations accepted are higher in Levenmouth than across all Fife (76.45%.)

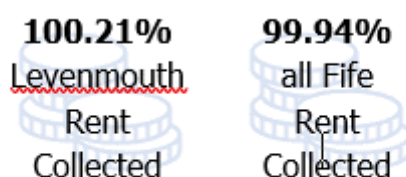


For all allocations performance information for Levenmouth, please view our Area Lettings Plan (hyperlink to be inserted).

Alongside our Letting Plan we also have Community Lettings Initiatives, or CLIs. CLI's allow a more flexible use of the allocations policy to address local need and demand and are developed in partnership with the local community. *For further information on any current CLI's, please see appendix 2 action plan.*

The Levenmouth area housing team work hard to meet a range of housing needs. The cost-of-living crisis along with economic uncertainty is making it difficult for some households to pay basic bills or access benefits with many households across the Levenmouth area having to make the stark choice between eat or heat.

Rental income



**Representative of 01.07.2023 - 30.06.2024*

Across Levenmouth, £19.6m rent was due to be collected for our properties during the period 01.07.2023-30.06.2024. Currently, 6.10% of rent due is outstanding, but as we collected more rent than was due it is evident that interaction with our tenant's has resulted in improved collection of rent arrears so we will continue our efforts to address arrears.

Our Housing staff provide high quality advice on managing income and expenditure, we deliver advice on the cost of living, fuel poverty, food poverty and can link our tenants in with specialist's teams regarding income maximisation such as our Revenues and Universal Credit specialist officers, Money advice, Citizens Advice Rights Forum as well as Cosy Kingdom. We can also offer

short bursts of tenancy assistance to Fife Council tenants and can in many cases also refer on and arrange Short Term Housing Support.

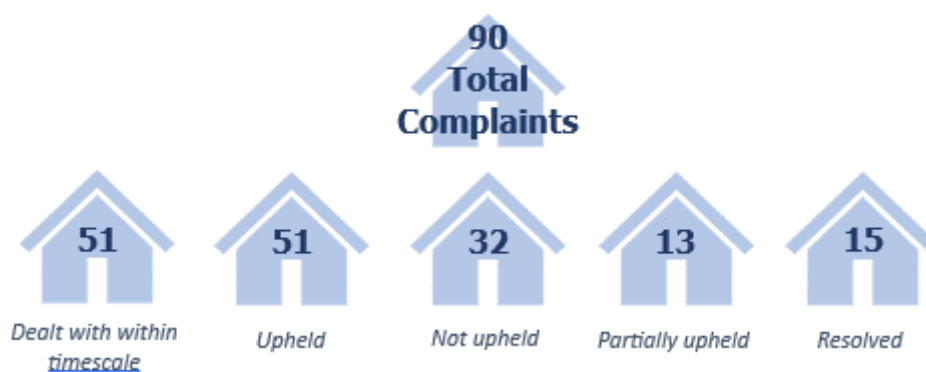
In our introduction, we confirmed that, as part of the Fife Housing Partnership, we support the Scottish Government Housing to 2040 strategy, and this includes addressing fuel poverty. It is estimated that 24% of Fife households are living in fuel poverty, through a partnership approach we continue to work towards reducing fuel poverty across Fife for all tenants and residents.

Customer satisfaction

Every year, a customer satisfaction survey is carried out providing you the opportunity to tell us how you think we are performing as your landlord. The satisfaction survey is also used to report the annual return on the charter. The most recent satisfaction survey showed us that:

	Levenmouth Area	Fife
% satisfied with overall service provided by Fife Council	92.4%	83.1%
% who think we are good at keeping you informed about our services and decisions	84.8%	81.7%
% satisfied with the opportunities we give you to participate in our decision-making process	85.7%	78.0%
% satisfied with the quality of their home	87.6%	83.0%
% satisfied with the repair service we provide	90.5%	83.9%
% satisfied with our contribution to the management of your neighbourhood	88.6%	84.6%
% that think their rent is good value for money	88.6%	77.3%

The customer satisfaction results help us to identify areas we need to improve. Alongside our customer satisfaction survey, housing complaints are also a valuable source of information that help to identifying recurring or underlying problems. The results are clear, and we are performing well above the Fife wide average figure.



The top reasons for all complaints in Levenmouth area as follows:

Complaint Reasons	Total number
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Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	13
Failure to respond to previous complaint / request for service / enquiry / reported fault	11
Dissatisfaction with policy / current delivery arrangements eg timescales, priorities, criteria	9
Delays in Start / Completion	6
Quality of Workmanship including mess/damage, unsatisfactory completion, quality of products etc	6

Annual Area Housing Budget

Housing Services activities are taking place within agreed HRA Revenue budget for 2024/25. The HRA Capital Investment Plan for 2024–27 was approved at Cabinet Committee in September 2024.

The area housing budget that was approved for Levenmouth Area by elected members was £305,529 for this financial year. The area housing budget is used for local priorities / projects. To date we have spent £162,038 on local priorities / projects across the area. These projects include:

- Individual essential property fencing projects
- Tenancy assistance
- Estate Improvement's
- Estate clearance's
- Garden work

Several larger focussed projects have commenced across the area;

- ✓ Rolland Avenue East Wemyss; Phase 3 wall and railings infrastructure. (Complete)
- Keir Hardie Street Methil: Phase 1 replacement fencing (In progress)
- ✓ Eagle Road Buckhaven Garage site access road (Complete)
- ✓ Scoonie Burn path, Scoonie Terrace Leven – Footpath regrading, install ramp and handrail (Complete)
- ✓ Ardan Leven - Lock Up roof replacement (Complete)

Looking forward we hope to deliver two additional elements of the above project phases, subject to available funding.

- Keir Hardie Street Methil: Phase 2 replacement fencing.
- Ardan Leven Lock Up roughcast repairs, vents and painting.

Estate Management

Estate Management refers to services that aim to give tenants and residents quiet enjoyment of their home in a safe and secure environment they can take pride in. It is not simply about looking after buildings and the physical environment around them. Levenmouth housing team recognise that Estate Management is an important aspect of our role as the landlord, it is an important service not only for tenants but all residents in Levenmouth.

To ensure that estate management services are meeting the needs of our tenants and residents, we regularly carry out estate walkabouts with tenants, residents elected members and partner agencies. Through doing this we are able identify local initiative projects in local areas and actively look to deal with health & safety and estate condition concerns, these are included as part of our project lists above. In addition to estate walkabouts, we also monitor changes to the [Scottish Index of Multiple Deprivation](#) (SIMD). We use the [Place Standard Tool](#) as a measure to help us prioritise our focus estates areas for additional resources, project work and attention.

If an issue is identified that may require intervention, then the next step would be to create an Estate Action Area. This is done by engaging with local communities to address local issues for local people. Our initial focus will be to identify areas of poor condition or noted deterioration. We will look towards our partnership with our established Tenant and Resident Associations, committee members and Levenmouth Area Housing Team where we can start to identify, develop and agree how we can set out area action plans moving forward.

A Housing Regeneration Programme for the period 2022-25 has been agreed, the programme ensures that People and Place are at the heart of the process.

Hydrogen 100 (H100) project is a new world first initiative which is being led out in the Buckhaven / Methil area of Levenmouth. The H100 project is about using hydrogen gas as a real alternative to natural gas. This will result in up to 300 properties across tenure, using hydrogen which is a clear indicator of our push towards our net zero target's. The project is led by SGN whereby Fife Council are at the forefront along with other landlords in the local authority area.

Stock Improvement and Affordable Housing Programme

The Plan for Fife 2017-2027 through the 'Thriving Places' theme identifies the challenge of a rapidly changing population with around 20,000 new homes, of all tenure, needed over ten years. To achieve this, we are committed to building new homes and in the Levenmouth area we have built 258 new homes since 2017. We recognise that under the Right to Buy Scheme which was active between 1980 – 2016, 5208 properties were sold in the Levenmouth area, we are now purchasing properties back from the open market in the areas of greatest demand to assist those in the greatest need of housing. In the previous year 9 properties were bought in the Levenmouth Area.

You can find out more about what is planned in Levenmouth Area by viewing our [Strategic Housing Investment Plan](#) projects.

Through our 2023 - 2024 affordable housing program we have delivered:

- High Street Lower Methil – 8 larger family homes
- Care Village Methil - 35 older peoples housing, care home, children's nursery as well as a community cafe
- School Road Kennoway 43 new properties

As a landlord, we are committed to ensuring that our properties meet the Scottish Housing Quality Standard. The Scottish Housing Quality Standard sets priorities to ensure our houses are:

- Above tolerable standard
- Free from serious disrepair
- Energy Efficient
- Provided with modern facilities.

- Healthy Safe and Secure

As part of an ongoing £7m improvements / investment programme, significant improvements are being made to Swan Court and Memorial Court Methil. These include replacement of external wall insulation, fire stop improvement works, internal fire alert system, internal individual property component replacement programs (kitchen, bathroom, heating) These works are expected to be completed by Summer 2026.

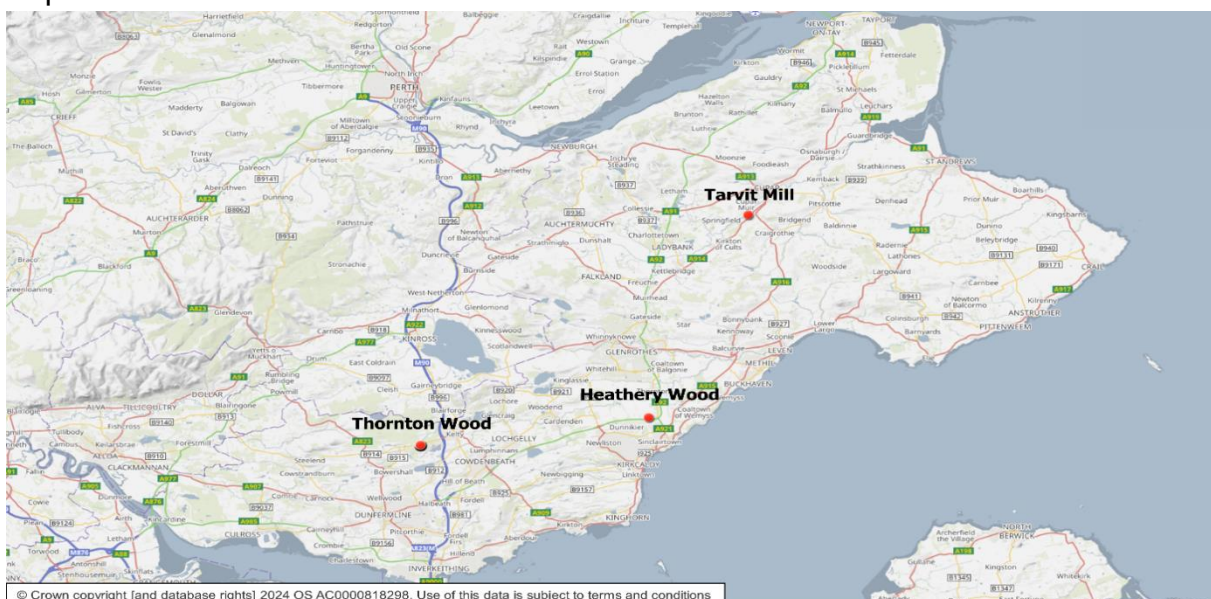
In addition, we have Housing Improvement Programmes that help us in meeting the standard, below are a list of items we class as an element that we have renewal programmes for:

- Central Heating
- Double-glazed windows
- External doors
- Extractor fans for kitchen and bathroom
- Hard-wired smoke detectors
- Kitchen
- Roofs and rainwater goods
- Roughcasting
- Upgrading of electric consumer units
- Bathrooms

The Scottish Housing Quality Standard compliance rate for Fife as at 31/03/2024 is 92.15%, compared to the Scottish average of 83.87%.

The Energy Efficiency Standards for Social Housing (ESSH) encourages landlords to improve the energy efficiency of social housing. In Fife we achieved a 89.47% compliance rate, against the Scottish average of 91.79%.

Gypsy Travellers are dedicated to living a travelling lifestyle and see travelling as an important part of their identity. In Fife, we have three Gypsy Traveller sites which are undergoing improvement works to provide better facilities.



Safer Communities

Our Safer Communities team works to deliver community safety across Fife. Community safety covers a range of issues including crime, antisocial behaviour, public perception of crime and safety in our homes and on our roads. We have dedicated officers who work with colleagues across the council and partner organisations to improve the local environment, make people feel safer and reduce crime, its causes and the fear of crime.

Our Safer Communities team has responsibility for the enforcement and issuing of fixed penalty notices, in 2023-24 the following cases were reported within the Levenmouth area:

Fixed Penalty notice / Order	Total number
Dog fouling fixed penalty notices	1
Dog control notices	4
Fly tipping fixed penalty notices	7
Littering fixed penalty notices	3
Noise fixed penalty notices	0
Antisocial Behaviour Orders (ASBO)	0

In the past year there has been 60 cases reported of Antisocial behaviour in the Levenmouth Area.

We recognise that antisocial behaviour is not acceptable and that it can have a significant impact on the quality of life of individuals, families and the community as a whole. We are committed to tackling antisocial behaviour in our neighbourhoods and identifying the causes of such behaviour.

The Safer Communities Officers focus on tackling Environmental Offending, and Dog Fouling in a number of ways. They respond to complaints from members of the public, looking to address issues and take action if required, which can include issuing warnings or fixed penalty notices. To issue a fixed penalty notice for dog fouling, the act requires to be observed, and the owner then witnessed failing to pick up fouling. A fine must be issued within 7 days of the offence.

We are committed to working in partnership with other agencies to focus on early intervention and prevention of antisocial behaviour. This focus means that we recognise the need to take action at an early stage by:

- Being proactive in supporting people in changing their behaviours and reducing risk
- working closely with individuals and communities to help them find solutions to local problems
- offering tenancy assistance to encourage tenancy sustainment.

Tenant Participation

Effective participation gives tenants an opportunity to influence decisions about the housing services they receive. We want to make sure that the tenant's voice is heard, influences decisions and shapes how services are improved to benefit our communities in the Levenmouth Area. We also deliver our Down Your Street magazine to our tenants' tri-annually, this is another useful tool

to help you keep informed. Getting involved gives you a greater voice, please visit our [Tenant Participation](#) webpage for more information.

The best way to get involved is through one of the local Tenant and Resident Associations, we have 3 in the Levenmouth Area:

- Steelworks Brae, Methil TRA
- Kirkland Village, Methil TA
- Sea Road, Methil
- Mountfleurie, Leven TRA
- Byron Court, Methil TA

Looking forward

There is no doubt moving forward will have its challenges however as a forward-looking Housing service, we are constantly looking for ways to improve services delivered across the area for the people of Levenmouth.

Fife's Housing Emergency Programme Board is working to implement short term actions and further develop the medium and longer term actions in the Housing Emergency Action Plan (HEAP) focussing on a series of priority actions around the themes of 'maintain the supply of affordable housing, make the best use of existing properties and enhance housing access and homelessness prevention' A high level action plan was approved by Cabinet in June 2024 with work ongoing to investigate investment options, funding and resources issues, potential policy options and a number of strategic issues.

This Area Housing Plan recognises the positive work being carried out but also recognises there is still much to do.

Useful Information



Housing Services are a part of Fife Councils Communities directorate.

 03451 55 00 33

 Housing Services, Fife Council, Fife House, North Street Glenrothes KY7 5LT

 Housing Services, Local Area Office, Wellesley Road, Methil, KY8 3PA

Levenmouth Area Housing Action Plan 2024 25

Area of Focus	Action	Action description	Time scale
Housing Allocations Performance	To maintain and improve allocations performance across Levenmouth Area	Following our transfer led allocations policy Levenmouth Area Housing team will continue to allocate: 65% Homelessness, Transfer 25% & Waiting List 15%	Update to be provided in April 2025
Number of empty council homes	Void Improvement actions to get to 30 days or less for property void periods in Levenmouth Area.	Continue to work towards reducing void turnover time to 20 days	Update to be provided at ward meetings and in April 2025
Void Rent loss reduction	Reduce rent loss of void properties to 1.00%	Reduced rent loss of void properties from 1.28% to 1.00% by the end of the financial year	Update to be provided at ward meetings and in April 2025
Maximising Rental Income	Through proactive tenancy management, we aim to reduce rent arrears and maximise rental income	Proactive and early intervention to reduce rent arrears from occurring. Through a partnership approach, sharing information and signposting our tenants to support.	Update to be provided at Committee & Ward Meetings
Affordable Housing Programme (New Builds)	Commitment to build new homes through the Affordable Housing Programme in Levenmouth Area	<p>Complete High Street Lower Methil: – 8 larger family homes Care Village Methil - 35 older peoples housing, care home, children's nursery, community cafe</p> <p>Phase 2A - School Road Kennoway: 43 new properties (Near completion), Phase 2B – additional 20 properties to be developed at School Road site in Kennoway, expected completion late 2025</p>	Update to be provided at Committee & Ward Meetings

Area of Focus	Action	Action description	Time scale
Affordable Housing Programme (Acquisitions)	Acquiring properties through the affordable housing supply programme.	We have completed the purchase of 9 properties and have 2 further pending purchases that will be completed before the end of the financial year.	Update to be provided at Committee & Ward Meetings
Stock Improvement	Home improvements work planned to take place within the year (Bathroom Upgrades).	<p>86 Homes will receive bathroom upgrades.</p> <p>Buckhaven: Burns Avenue, Den Walk, Factory Road, Lawrence Court, Lawson Lane, Mavis Park, Omar Crescent, Randolph Court, Randolph Street, Ruskin Crescent, Victoria Road, Ward Street and West High Street.</p> <p>East Wemyss: Alexander Street, The Barony.</p> <p>Kennoway: Halfields Gardens, Laburnum Bank, Leven Road, Wellshot Crescent and Castle Terrace.</p> <p>Leven: Ardan, Baird Crescent, Centenary Court, Earl Haig Avenue, Glendale, Haughgate Avenue, Letham Terrace, Mountfleurie Street, Old Mill Court, Park Avenue, Scoonie Road, Station Court, White Avenue, William Laing Crescent.</p> <p>Methil: Beech Avenue, Brady Crescent, Den Walk, Elmwood Road, Hawthorn Street, Herriot Crescent, Keir Hardie Street, Kinnarchie Park, Kirke Park, Kirkland Drive, Kirkland Gardens, Kirkland Walk, Laurel Avenue, Lime Grove, Memorial Court, Memorial Road, Methil Brae, Ossian Crescent, Sea Road, Shepherds Park, Suttie Street, Swan Court, Walnut Crescent, Wellesley Road, Whyte Rose Terrace.</p> <p>Methilhill: Grieve Street</p> <p>Windygates: Balcurvie Road, Henderson Park, Johnston Terrace.</p>	By the end of March 2025. Update to be provided approx April 2025
Stock Improvement	Home improvements work planned to take place within the year (Heating Upgrades)	<p>68 homes will receive upgrades to heating.</p> <p>Buckhaven: Burns Avenue, Den Walk, Eagle Road, Kestrel Grove, Randolph Court, Sandwell Street,</p>	By the end of March 2025. Update to be provided approx April 2025

Area of Focus	Action	Action description	Time scale
		<p>Shakespeare Avenue, Stark Street, Victoria Road, West High Street.</p> <p>Coaltown of Wemyss: Hugo Avenue</p> <p>East Wemyss: MacDuff Street, Weavers Court.</p> <p>Kennoway: Halfields Gardens, Leven Road, Seton Court, Springbank.</p> <p>Leven: Adamson Terrace, Balmaise, Centenary Court, Durward Street, Haughgate Street, Lawrie Terrace, Letham Avenue, Letham Terrace, Mackie Avenue, Shotburn Crescent, Station Court, The Towers North Street, Waggon Road.</p> <p>Lundin Links: Silverburn Estate</p> <p>Methil: Bayview Crescent, Brady Crescent, Byron Street, Den Walk, Elmwood Road, Durie Street, Keir Hardie Street, Kirke Park, Kirkland Drive, Lime Grove, Memorial Road, Methil Brae, Rose Street, Sea Road, Suttie Street, Turner Crescent, Whyte Rose Terrace.</p> <p>Methilhill: Ashgrove, Grieve Street, Pirnie Street, Sea Road, Simon Crescent.</p>	
Stock Improvement	Home improvements work planned to take place within the year (Kitchen Upgrades)	<p>93 homes will receive Kitchen upgrades</p> <p>Buckhaven: Den Walk, Eagle Road, Factory Road, Institution Street, Methilhaven Road.</p> <p>East Wemyss: Alexander Street, MacDuff Street.</p> <p>Kennoway: Halfields Gardens, Kenmount Drive, Landside Avenue, Langside Drive, Myreside Avenue.</p> <p>Leven: Aitken Court, Baird Crescent, Centenary Court, Green Gates, Letham Avenue, Mackie Avenue, Montrave Crescent, Old Mill Court, Shotburn Crescent.</p> <p>Methil: Barrie Street, Bryon Street, Den Walk, Durie Court, Elmwood Road, Hazel Dene, Herriot Crescent, Kirke Park, Kirkland Gardens, Kirkland Walk, Methil Brae, Morar Street, Rannoch Road, Rowan Crescent, Sea Road, Shepherds Park, Sycamore Avenue, Turner Crescent, Wheatley Street.</p>	By the end of March 2025. Update to be provided approx April 2025

Area of Focus	Action	Action description	Time scale
		Methilhill: Ashgrove Court, Simon Crescent. Upper Largo: Aithernie Drive. West Wemyss: Main Street Windygates: Bankhead Place, Henderson Park.	
Stock Improvement	Home improvements work planned to take place within the year (Rewiring works)	10 properties will receive rewiring works Largoward: Mid Street, St Andrews Road Leven: Letham Avenue Lundin Links: Crescent Road Methil: Lomond Gardens	By the end of March 2025. Update to be provided approx April 2025
Stock Improvement	Home improvements work planned to take place within the year (Roof Replacements)	14 roof replacements Leven: Ardan Lower Largo: Station Park, Durham Crescent	By the end of March 2025. Update to be provided approx April 2025
Stock Improvement	Home improvements work planned to take place within the year (Roughcasting)	5 houses for roughcasting works Buckhaven: Wellesley Road Lower Largo: Station Park Methil: Bayview Crescent, Kirkland Road	By the end of March 2025. Update to be provided approx April 2025
Stock Improvement	Home improvements work planned to take place within the year (Windows)	78 homes will receive window upgrades. Buckhaven: Den Walk, Lawson Lane, Robin Crescent, West High Street. Coaltown of Wemyss: Hugo Avenue East Wemyss: Alexander Street, Glebe Park, Main Street, MacDuff Street, Rolland Avenue, Weavers Court, William Street. Kennoway: Halfields Court, Halfields Gardens, Kenmount Drive, Myreside Avenue, Myreside Gardens, Wellshot Crescent. Leven: Anderson Street, Gallacher Avenue, Glebe Street, Haughgate Avenue, Lawrie Terrace, Mackie Avenue, Shotburn Crescent, White Avenue. Lower Largo: Station Park	By the end of March 2025. Update to be provided approx April 2025

Area of Focus	Action	Action description	Time scale
		<p>Methil: Barrie Street, Herriot Crescent, Kirke Park, Wellesley Road, Whyte Rose Terrace, Willow Bank.</p> <p>Methilhill: Simon Crescent</p> <p>Upper Largo: Aithernie Drive</p> <p>West Wemyss: Kincaig View, Main Street.</p>	
Fencing	Ensure that fencing projects identified in Levenmouth area for the 2024/25 financial year are completed.	<p>In accordance with the New Fencing Policy and budget allocation. all works must be completed, billed and paid for prior to the end of the financial year (31.03.2025).</p> <p>100% of our budget is now committed to planned fencing projects. Project manage all works to conclusion to ensure that there is no cross over in billing between financial years.</p>	Update to be provided at Ward meetings & Area Committee
Tenancy Management	Continue to promote Transfer Incentive to single occupants in larger properties	Continue to promote transfer incentives to tenants under occupying current tenancies. This helps to free up larger properties for families.	Ongoing
Tenants Participation	Increase the number of active tenants and resident's groups across the Levenmouth area.	Work closely with tenant participation team to encourage active involvement with local people in local areas	Ongoing
Safer Communities and our local environment	The <i>Just Bin It</i> campaign will run in the Levenmouth area to help improve our local environment.	<p>To help eradicate dog fouling across Levenmouth, including the promenade, the <i>Just Bin It</i> campaign will run through out this winter, targeting the twilight hours.</p> <p>Engaging with local schools for our poster campaign after the success of recent years.</p>	Ongoing

27 November 2024

Agenda Item No. 9

Supporting the Levenmouth Local Community Plan – Justice Social Work (JSW) Welfare Support Worker

Report by: Paul Vaughan – Head of Communities and Neighbourhoods

Wards Affected: Ward 21 & 22

Purpose

This report is to ask members to agree continuation funding to employ a specialist welfare support worker based within the Levenmouth Justice Social Work (JSW) team – the request for the current financial year is £37,500. This is a request that will be funded through the LCPB Anti-Poverty budget.

Recommendation(s)

The committee are asked to: -

- 1) agree to the continuation of the full two-year funding for the role of a specialist welfare support worker, the total request being for £37,500 in the current year; and
- 2) note that a further report will come to the area committee in 2025/26 for a total of £21,875.

Resource Implications

This request will reduce the local community planning budget (Anti-Poverty) by £37,500 in the current financial year 2024/25.

Legal & Risk Implications

There are no legal implications inherent in this report. There is a budgetary risk element in committing expenditure in future years, however given the expected ongoing focus on anti-poverty work and the need for this to be funded, the risk is assessed as low. An update report like this report will also come back to the area committee to formally agree a continuation for the 2025/26 request.

Impact Assessment

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

This project will however specifically bring about a positive outcome for clients within the justice system who have been shown to have issues dealing effectively with the welfare system.

Data around the initial impacts of the role can be found in the appendix to this report.

Consultation

This proposal has come through discussion at the WRAP and People Groups for the Levenmouth area.

The approach is directly informed from lived experience scenarios relayed by those clients interacting with JSW as well as consultation being carried out with the local JSW team to understand the impacts of the approach in the first year of delivery.

1.0 Background

- 1.1 The criteria for spend from the LCPB requires authorisation from the Area Committee before amounts over £5000 can be committed.
- 1.2 An initial report was brought to Area Committee in October 2023 which looked to seek agreement for funding from the LCPB (Anti-Poverty) fund for a two-year post. The request today is for the funding required for the current financial year 2024/25.
- 1.3 The approach is designed around the employment of a member of staff who provides proactive support to local people engaging with JSW with the aim of reducing reliance on crisis interventions and contributes to a preventative model of support which increases resilience and skills for those who engage with it.
- 1.4 This approach is a test of change and is providing additional support for clients alongside the core offer by JSW which aims to reduce reoffending rates.
- 1.5 Recent experience of managing local hardship funds both during and post the pandemic has shown that individuals liberated from custody tend to be referred at a point of crisis, this proposal will be built on an outreach and case management approach which will seek to mitigate the issues that lead to crisis for engaged clients.

2.0 Issues and Options

- 2.1 In the first year the post has focussed specifically on:
 - Supporting those who are being managed in the community on Justice Orders such as Community Payback Orders who have multiple barriers to managing a resilient lifestyle.
 - Providing one-to-one support, all referrals are made within the JSW team and are based on holistic assessment and client consent.
 - Providing guidance, information and practical interventions for people being liberated from custodial sentences.
 - Increasing the capacity of the local JSW team to gain knowledge of local projects and pathways to support.
 - Designing a bespoke reporting system.

- 2.2 The worker is trained and able to support people by providing guidance, information, and/or practical interventions across a range of topics, including:
- Housing and homelessness
 - Benefits and income management
 - Linking people to appropriate community-based health and wellbeing support including Alcohol and Drug Partnership (ADP) services
 - Building sustainable links and referral routes with employability provision
 - Increasing the capacity and skills for people to manage more sustainably and reduce instances of the need for crisis interventions which can be cyclical.
- 2.3 The JSW Team have a focus on supporting people to reduce re-offending and undertake individualised one to one offence focussed work to achieve this.
- 2.4 Members will be aware that Welfare Support Assistants are located within the local CLD Team and carry out high quality support work with general clients. This more specific and targeted approach has dovetailed with this team and other anti-poverty approaches such as Plus Partnership which sees our area co-ordinate and make best use of our welfare response resources.
- 2.5 It was anticipated that individuals who are being supported by JSW may require longer term case management support. The CRM system will allow officers to accurately track activities and outcomes achieved to enable greater insight for future planning.
- 2.6 It is important to note though, that as clients continue their supported journey, referral routes have been designed for them to continue engagement with the community based CLD welfare advice offer where required.
- 2.7 In the initial 6 months that the support has been operational we have seen positive engagement with participants achieving the following outcomes:
- Improved housing situation: 82
 - Improved financial situation: 60
 - Engaged with community-based support: 31
 - Progression along the employability pathway: 1
- 2.8 Interventions to date for the project can demonstrate financial uplift via grants, benefits, and practical support of £34475.28 across the referred cohort of clients.
- 2.9 As part of the evaluation approach we are taking a pro-active approach to capturing participant and staff feedback and observations. This ensures we encompass a variety of means to understand this test of change and be able to reflect and learn over the 2-year period.

3.0 Conclusions

- 3.1 This project aligns well with the stated aim contained within the Recovery and Renewal Plan 4 Fife 2021 around improving our approach to 'Tackling poverty and preventing crisis.

- 3.2 The project has been managed effectively as a small-scale pilot approach. However, we are mindful of this project allowing us the unique opportunity to test and learn what works most effectively to support greater resilience amongst the clients.
- 3.3 The project proposal has been shaped around the following key statement in the Recovery and Renewal Plan:
- ‘We have estimated that most of our effort to address poverty in Fife is directed at dealing with crisis, which could have been prevented. Easier access to, and better design of, services could be a major factor in reducing crisis and helping people move out of poverty’*
- 3.4 Within Justice Social Work’s own Service Plan 2023-2024 a key improvement priority is to further develop throughcare pre-release support around employability, tackling poverty and preventing crisis. This is based on an understanding that *‘efforts to engage with partner agencies on a local level to improve the services offered to those in need is essential to reduce crisis’*
- 3.5 The proposal also aligns well with the Improvement Actions document which supports the key priorities within the current Levenmouth Local Community Plan notably through the Opportunities for All theme.

List of Appendices

- Welfare Approach to Justice - Statistics and Impact Statements

Background Papers

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

- Recovery and Renewal Plan 4 Fife 2021-2024 Update (August 2021) - https://www.fife.gov.uk/_data/assets/pdf_file/0024/340656/Recovery-and-Renewal-Plan-for-Fife-2021-24.pdf
- Fife Partnership Board – 17th August 2023 – Agenda Item 6, Pages 164-202 - https://www.fife.gov.uk/_data/assets/pdf_file/0023/505670/Agenda-and-Papers-for-Meeting-of-Fife-Partnership-Board-of-17-August-2023.pdf

Report Contact

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Author’s Job Title: Community Manager - Levenmouth

Email -david.paterson@fife.gov.uk

Appendix 1

Welfare Approach to Justice

Project Report: February - September 2024

Project Background:

In October 2023, Justice Social Work (JSW) were awarded funding from Levenmouth's local area anti-poverty funding which enabled a 2-year test and learn project to be established.

Our project is built around having a specialised welfare support worker based within the local JSW team. They provide a pro-active and assertive approach to supporting local people engaging with JSW. We believe this will reduce reliance on crisis interventions and build a preventative, relational model of support which increases resilience and skills.

This report will provide details on the project delivery and development to date.

Project Development:

A partnership team consisting of JSW and Community Development have worked collaboratively to ensure effective project management and delivery. As this is a unique project for Fife Council, the partnership created a new role profile for the post and JSW service which defined our case management approach. This was used to successfully recruit the welfare worker who started on the project in February 2024. The team also devised our outcomes framework and created a bespoke client relationship management system (CRMS) which could evidence our work with local people and provide detail on activity and outcomes achieved.

Successful participant outcomes in this project are:

- Improved housing situation
- Improved financial situation
- Engaged with community-based support
- Progression along the employability pathway

It was important the member of staff be supported to build relationships with our local network of projects and teams to be able to make appropriate referrals. This led to a structured induction period involving visiting provision and meeting staff from a variety of teams, including Fife Council, NHS and our 3rd sector organisations as well as participating in specialist training delivered by Child Poverty Action Group, FVAWP and Naloxone and Overdose Awareness.

As part of this project, in September we delivered a successful joint development day which brought together the Levenmouth Justice Social Work team plus members of the area’s two Children and Families Social Work and Adult Social Work teams with CLD. This opportunity allowed us to provide Our Fife and the Benefit Checker Training alongside Frontline Fuel Poverty Essentials which enables the wider staff team to provide an informed and skilled response to support people. As well as the learning, we were able to facilitate networking which involved staff from a variety of local projects sharing information and building relationships.

The following feedback was received as evaluation of the development day:

‘It was great to meet people from other organisations that I don’t often meet. It was also really great to reach so many social workers all in one go.’

‘I plan to use the information learned to support clients with referrals for employment and learning and saving.’

‘It helps someone feel at ease when we can name a person at the service we are referring to, to say we know the service, we work with them, they are locally based, they are people who know the area and the issues faced by those who work in it. It helps to build trust.’

Supporting Participants:

Our Welfare Support Worker has been providing one-to-one support for 6 months with 41 people being supported so far, all referrals are made within the JSW team and are based on holistic assessment and client consent.

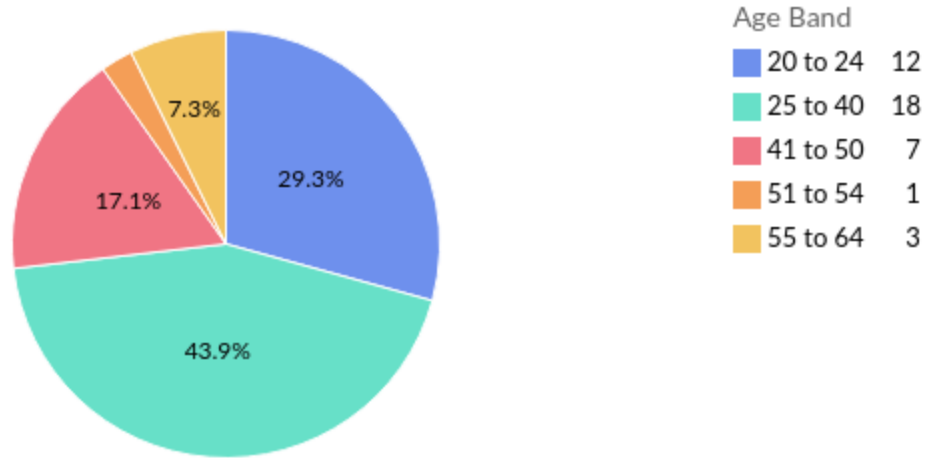
Support and contact can be offered in a variety of ways as this table shows:

Contact Method	Instances of contact	Unique Clients
Email	26.	10.
Face to Face	109.	29.
Letter	7.	4.
Telephone	281.	32.
Text	506.	32.
Worker Comment	867.	39.
Grand Summary:	1796.	40.

*Worker comments are notes pertinent to the participant’s support but involve engagement or contact with other professionals.

This age group breakdown of clients shows which groups we have engagement with:

Age Band Pie



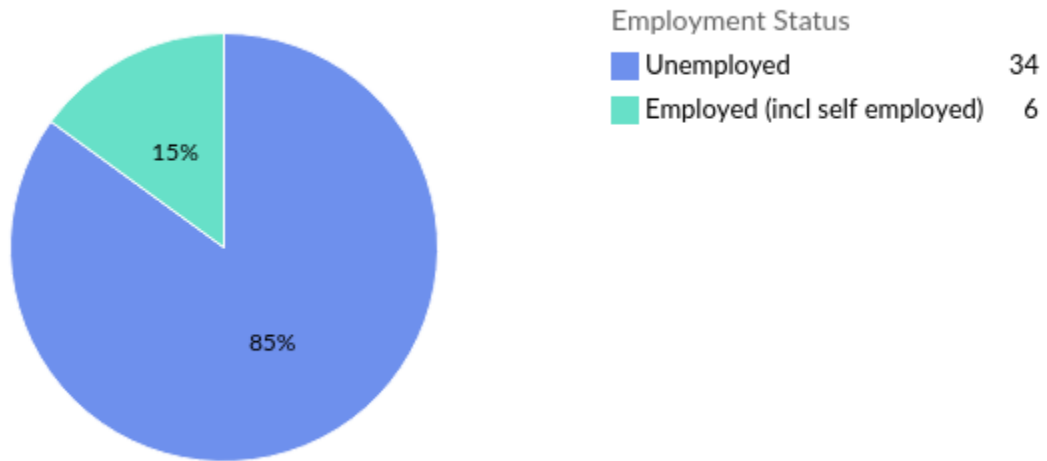
Additionally, this shows household make-up of clients working with the project:

Household type	Number of clients
Other	4
Live with partner	3
Single Household	33

*Other may include homeless, sofa surfing or living with parents

This chart provides information on the employment status of our participants:

Employment Status Pie



In the data we receive from sources such as Low-Income Family Tracker (LIFT) and Scottish Welfare Fund (SWF), we know male single occupancy households who rely on benefits are often the group in the community where cyclical crisis interventions can be the norm. Our data shows this project is successfully engaging and achieving with this group.

We track activities as well as outcomes as part of case management to enable us to show the types of support offered and relevant to participants:

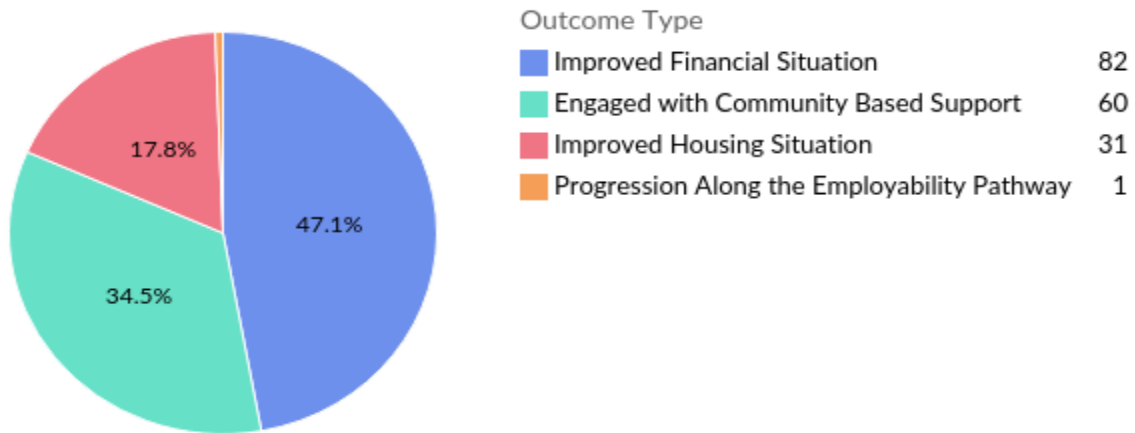
Activities	Activities	Unique Clients
Assisted with bus pass application	12	10
Assisted to gain household goods	10	6
Assisted to gain household items	15	9
Assisted to apply for benefits	18	10
Assisted with welfare fund application	19	11
Assisted with UC commitments	21	7
Budgeting	1	1
Digital Connection (SIM, MiFi Device)	13	11
Engagement in local provision	7	4
Harm reduction	1	1
Helping access cleaning/hygiene products	2	2
Helping to access food support	21	11
Liaison with GP / Health Professional	57	8
Liaison with Housing	59	13
Practical support	157	25
Referred to external agency	14	11
Sustained tenancy	9	5
Grand Summary:	436	31

*We are exploring a further breakdown of practical support and will be able to provide more analysis in future reports.

We aimed to support our participants with a range of activities with the goal of contributing to more fundamental and sustainable positive change with people.

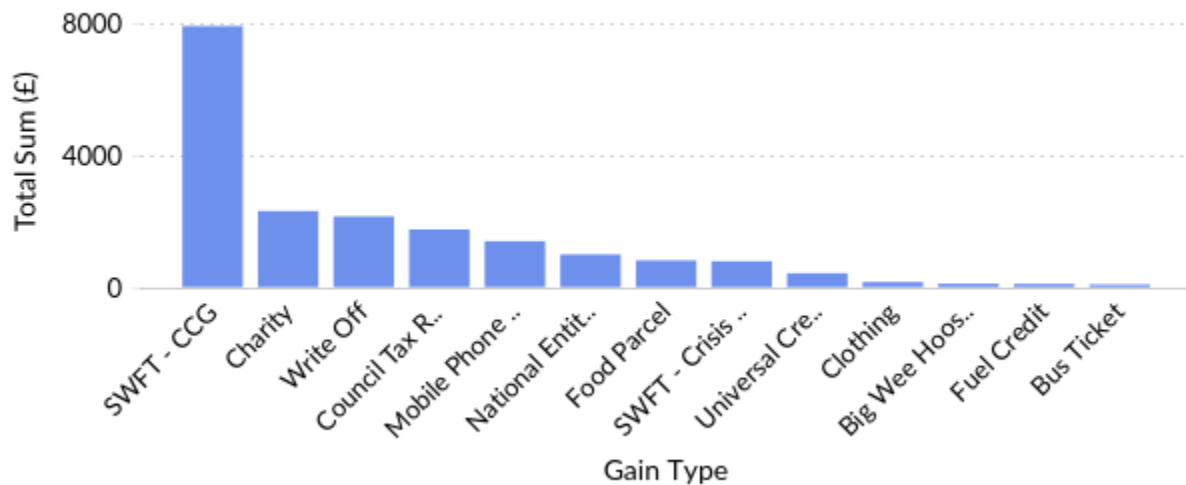
The outcomes achieved by participants are as follows:

Outcome Pie



We can also provide evidence where participants have been supported with practical items and or where financial inclusion work has taken place. To date the project can demonstrate financial uplift via grants, benefits, and practical support of £34475.28.

Gains Pie



Examples of support:

These two case studies provide an insight into the support being offered to local people as part of the project.

Billy

Justice Social Worker referred Billy to Welfare Support amid concerns over his independent living skills, lack of support and ability to furnish his tenancy.

Following his conviction, Billy resided in homeless accommodation within Levenmouth, which ultimately turned into his mainstream tenancy. Billy was keen to receive support in accessing replacement furniture and white goods as most items in the property were damaged or broken prior to Billy moving in. Initially, his Community Care Grant was denied. After challenging the Scottish Welfare Fund's decision by providing a greater insight into Billy's situation and suspected financial abuse (due to little access to his benefits which were managed by his stepfather), Billy was awarded most items, and all other items were sourced from Furniture Plus's Goodwill Scheme and The Hope Chest.

Billy experienced a lack of familiarity, decreased support, and feared leaving his home due to negative connotations associated with his conviction. He struggled with simple tasks and had no control over his finances, bills and access to food or necessities, enabling the decline in the condition of his tenancy and quality of life. Although reluctant at first, Billy now engages with Bethany Christian Trust in receiving short term housing support to better manage his tenancy and daily tasks. With support, Billy recognised that his basic needs were not being met, and his vulnerability to abuse and risk of harm. He agreed to a referral to Adult Social Work under Adult Protection. An investigation into financial abuse, general vulnerabilities due to learning difficulties and social isolation is ongoing, and an Adult Support and Protection Case Conference is pending.

Wayne

Wayne had recently separated from his wife and struggled with independent living, debt and appealing his Adult Disability Payment (ADP) application being declined. He was referred to Welfare Support by his Justice Social Worker for support.

Wayne was unknowingly in energy debt after previously relying on his wife to manage bills. Once notified, a payment plan was set up which covered the usage amount and some of the debt. However, this had a negative impact on quality of life due to Wayne's limited income. With support, Wayne was deemed eligible for an Energy Fund administered via Citizens Advice and his debt will be written off after 3 months of regular usage payments.

Several overdue notices were received for his current Council Tax account, and an old Council Tax account with outstanding payments due to a band change on the property. Wayne maintained that he made regular payments and by contacting the Council Tax team it was uncovered that these payments were to the wrong Council tax account via direct debit. After the evidence we provided showing payments were made from a joint bank account with his ex-wife (who no longer had access), I supported Wayne in gaining consent from his ex-wife for the credit to be transferred to the accounts with outstanding balances. Support is ongoing to get Wayne a sole bank account.

Additionally, Wayne's health deteriorated during the process of moving over to ADP, and he was keen to receive support in notifying Social Security Scotland (SSS) of this change. With my assistance, he was able to submit a reconsideration form to SSS and was pro-active in supplying updated medical notes for this. Wayne is awaiting the outcome.

Feedback:

We sought feedback from the area JSW team as part of project development as we are keen to capture wider benefits and influences as part of understanding how this role can be developed.

'I had a client who was open to the service for a CJSWR, at interview there was a magnitude of welfare concerns identified. Elly became involved, and after her support, the client obtained an address, re-engaged with treatment/addiction services, and improved his circumstances. The support allowed the client to then be considered suitable for more disposals, such as a ROLO/RM. The NHS addictions nurse praised Elly's role in supporting the client to reduce his risk and to foster positive relationships with services.'

'Another example was in relation to a client who is very distrustful of all services. Elly became involved due to financial strain and quickly provided much needed short-term support. This positive interaction again fostered relational repair with services. The client appreciated the support and stated that he would reach out if he was to experience difficulties again.'

'Personally, having returned from Maternity leave, Elly has been fantastic at advising and recommending support/resources in the community.'

'Elly has just started working with XX. Although this was just an initial meeting, XX shared that he feels like a weight has been lifted, and that he'd previously been feeling very overwhelmed with his situation. He was grateful for her support. I have someone else who had support from Elly however, he hasn't been engaging recently so can't get up to date views from him, but she has forwarded him on to CARF due to significant debts.'

'Elly has been a wealth of knowledge for the team, has been able to signpost and has a lot of resources and contacts who can help. Elly has made herself available and has been a reliable person for those I've referred on. She has definitely increased my knowledge and understanding of what's available in the community. It has also allowed some space for JSW workers to focus on other non-welfare issues within supervision and work on offence-focused work.'

'Re areas for development, I still find it a bit disjointed that updates are on FORT. I understand the reasons, but it doesn't make this easier. I think although it shows on FORT, I wish that this would be shown within LL and the important work she is doing on there.'

'Elly is a well-integrated member of the team, she is friendly, approachable, helpful and has acquired a wealth of knowledge in a short space of time. Tasks she is assigned can vary from one afternoon duration to several months' involvement.'

Project Development:

Our project has been managed effectively as a small-scale piece of work. However, we are mindful of this project allowing us the unique opportunity to test and learn what works most effectively as support to greater resilience.

Over the next 12 months our project will focus on:

- Supporting participants prior to liberation
- Refining our CRM system
- Developing our understanding of project impact and
- Strengthening local relationships and creating opportunities for partnership working
- Understanding participant views to ensure effective service design
- Enhancing staff skill and knowledge to contribute to the Fife Advice Framework
- Working alongside SWF colleagues to effect positive change with data sharing
- Contribute to No Wrong Door developments

27 November 2024
Agenda Item No. 10

Supporting the Levenmouth Local Community Plan – Leven Town Centre Festive Lights

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: Ward 21

Purpose

The purpose of this report is to seek agreement from the Area Committee for a contribution from the Local Community Planning Budget (LCPB) of £7,500, towards the festive lights display specifically relating to funding from the Ward 21 budget.

Recommendation(s)

The Committee is asked to agree: -

- 1) a contribution of £7,500.00 towards the cost of the erection and dismantling of the festive decorations for Leven town centre during November/December 2024; and
- 2) that if there are additional costs in terms of repairs to fixing points identified during erection, these will be covered separately through delegated decision making if under the £5000 threshold.

Resource Implications

Approval of this funding will reduce the LCPB element by £7500.

Legal & Risk Implications

There are no legal implications inherent in this report. Risk management is at the heart of the process in terms of fitting units securely and safely. A visual inspection will be carried out at the time of fitting and any repairs required to anchor points or to lighting hardware will be carried out before fitting takes place. The team charged with carrying out the work are highly experienced and competent to carry out this work. A high-lift unit will be used to allow the work to take place in a manner that ensures the safety of pedestrians and those carrying out the work. The timing for this work will be scheduled to coincide with quiet periods for the High Street area.

Impact Assessment

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

Consultation

There is no specific consultation process attached to this request. The festive lighting show in Leven is a recurring event and draws positive plaudits from visitors to the town.

1.0 Background

- 1.1 The criteria for spend from the LCPB requires authorisation from Area Committee before amounts of over £5,000 can be committed.
- 1.2 This report is to seek agreement from this Area Committee for a contribution from the Local Community Planning Budget, specifically in this case from the Ward 21 budget.
- 1.3 Leven was always considered a main town centre in Fife and benefitted year on year from funding from the Council to put on a display of festive lights. This funding was subsumed several years ago into the local community planning budget for the area, as part of a streamlining exercise for budgetary codes.

2.0 Issues and Options

- 2.1 The Levenmouth Plan notes that economic development and area regeneration is a key focus, and the last two years has seen several projects put in place to improve the environment around Leven town centre, including improvements to and decluttering of the High Street furniture provision.
- 2.2 Leven High Street is the main retail area within Levenmouth, offering a selection of national stores along with niche market shops. This retail space has become more accessible since the opening of the rail link to a wider number of Fife based customers.
- 2.3 Improvements to visual amenity and making the area a nice place to be for shoppers and visitors will help to retain and indeed increase the footfall of the area. We will continue to monitor the footfall recording data over the festive period and beyond to better understand how and when the High Street area is being utilised by local people and visitors to the town.
- 2.4 Leven Environment Group (LEG) has led on the festive lights project for many years and is supported by Leven Community Council. The erection and dismantling of the lighting structures, as well as the ongoing maintenance and safe storage of the units, is an involved and complex piece of work.

- 2.5 Along with the installation and dismantling process, the LEG group also lead on the safety of the plug points and retaining bolts, and as noted in the report already, they ensure these are checked in accordance with current safety regulations. In the case of the retaining bolts these must be checked regularly by a specialist testing company and are certified as meeting the standards. The costs for this have been shown above in the recommendations section to this report.

3.0 Conclusion

- 3.1 This project meets the underpinning aims of the approved Levenmouth Local Community Plan, notably around the theme of Thriving Places. The involvement of a voluntary group in the organisation of this festive offer also supports the ethos of moving towards community led services.

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27 November 2024
Agenda Item No. 11

Supporting the Levenmouth Local Community Plan – Castle Furniture- Levenmouth Independence Initiative (LII) - Anti Poverty Year 2

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: Ward 21&22

Purpose

The purpose of this report is to seek agreement from the Area Committee for a contribution from the LCPB Anti-Poverty fund of up to £ 12,000, towards the ongoing delivery of an enhanced package of help facilitate the provision of furniture and white goods to households in need. This is for a continuation of the project initially supported in May 2023.

Recommendation(s)

The Committee is asked to:

- 1) agree a contribution of £12,000 to cover the costs relevant to the enhanced package of assistance to provide furniture and white goods to referred households in need;
- 2) note that this is to be a commitment of £12,000 in the current financial year and officers will return with a similar request to cover the financial year 2026/26, this would be brought to the 2nd April 2025 Levenmouth Area Committee; and
- 3) note that most items distributed to households will be reused and reconditioned, which supports the areas stated aims on progressing activity that has a positive impact on climate change concerns.

Resource Implications

Approval of this funding will reduce the LCPB Anti-Poverty fund for Levenmouth by £12,000.

Legal & Risk Implications

There are no legal implications inherent in this report. It should be noted however that within this proposal all the items provided by our partner agency Castle Furniture will be checked to ensure it meets a satisfactory quality before being distributed, all electrical items will be subject to portable appliance testing (PAT) testing, items like washing machines will also be tested to ensure seals are not compromised and that the full range of washing cycles can be selected, they will also be fitted by a qualified individual using new hoses.

Impact Assessment

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

Consultation

This proposal was formed in 2023 through officer and agency discussions at several forums including the Welfare Reform and Anti-Poverty Group and Levenmouth People Group. One of the pressing issues raised at these meetings has been around the difficulty of accessing key elements of furniture and white goods in a timeous fashion that allows new tenancies to establish themselves and perpetuate.

The project will also assist those who through accident or breakdown find themselves without items required to maintain a reasonable standard of living, but do not have the financial flexibility to acquire these items directly.

Providing this service to referred families will also help prevent clients from taking on expensive and potentially unregulated loans to replace key household items.

Members agreed to cover year 1 of this proposal at the Levenmouth Area Committee meeting of May 2023. This report is seeking to continue this approach to the end of the current financial year and into 2025/26.

1.0 Background

- 1.1 The criteria for spend from the Local Community Planning Budget (LCPB) or CRF requires authorisation from Area Committee before amounts of over £5,000 can be committed.
- 1.2 This report is to seek agreement from the Area Committee for a contribution from the LCPB Anti-Poverty fund, the request in the current financial year is for £12,000.
- 1.3 It is proposed that the ‘ Levenmouth Independence Initiative,’ (LII) will continue to be provided by our partner agency, Castle Furniture.

- 1.4 This proposal supports a range of anti-poverty initiatives in the Levenmouth area and gives a level of flexibility to officers when dealing with clients in need. This type of support approach can be used as a fallback situation when the Scottish Welfare Fund is oversubscribed, it also gives us a locally supported solution to replace the Hardship Grant approach which had been an option open to officers during the pandemic.
- 1.5 The proposal gives local workers quick access to items should there be an unforeseen crisis for a local household that needs an instant resolution. Overall, this approach gives more surety when supporting clients, to access the necessary items they need to get people's lives back on an even keel. This approach should mitigate the length of time officers needed to spend previously trying to locate items from a range of sources.
- 1.6 Founded in October 1993, the primary charitable object of Castle Furniture Project is to provide free or low-cost household goods to disadvantaged families and individuals to relieve poverty and indebtedness in Fife.
- 1.7 To that end, the project provides the transport and labour to collect donations free of charge from people throughout Fife. These donations are brought to a warehouse where they are sorted, assessed for condition, repaired where possible, renovated when feasible, and displayed in the Castle furniture shop units in Cupar and Glenrothes.
- 1.8 Coupled with the reuse aspect, which chimes with the area priorities around climate change, the Castle Furniture approach also offers potential employability opportunities for individuals to work in a safe, supportive, inclusive environment. For many who lead chaotic lifestyles it is the first tentative step to leading a more structured life. Given the opportunity this project offers we will be looking to ensure clients from the Levenmouth area are afforded the opportunity to participate in this work when places are available.

2.0 Issues and Options

- 2.1 This proposal will build on the resources already available to officers and agencies to assist clients in need in Levenmouth. It sits alongside the likes of the Levenmouth enhanced energy advice project, as part of a suite of interventions available.
- 2.2 The Levenmouth Independence Initiative (LII) began as a pilot project that aimed to reduce poverty issues in this area and assist people to lead independent lives, albeit with access to support as and when required. The approach has matured, and we are seeing some positive results for clients, hence the request to support a second year of provision.

- 2.3 The approach is robust and is a community led solution utilising resources made available through donations by the wider community.
- 2.4 As noted previously there is always a demand for household furnishings and appliances as part of the day-to-day work for a range of frontline officers across the Council and in partner agencies. The packages offered by this funded approach will resolve the vast number of issues for referred households in one approach, advantageous both for the recipient and the referring agency.
- 2.5 The current cost of living concerns has impacted on the resilience of households to bounce back from crisis situations, given that most tend not to have robust insurance cover given lack of flexibility in their finances to put this in place. The cost of directly purchasing these items has also seen significant price inflation over the last two years.
- 2.6 The project also offers a level of confidence that the items being distributed are suitably tested (6- or 12-month warranties will be issued with all electrical appliances), safe to use and professionally installed.
- 2.7 As noted one of the key strengths of this approach is that it contributes to better environmental outcomes by keeping items in use longer, this also helps to support the local circular economy and helps to dilute any stigma around reuse by ensuring the quality and safety of an item.
- 2.8 The majority of referrals for support will be through local agencies and Fife Council officers. At that point, a voucher will be issued which will allow the receiving individual or family to make choices from the available stock up to the value of the voucher. This can be facilitated online or within the Castle Furniture outlets.
- 2.9 This element of choice for the client is an essential aspect of the LII approach and helps to ensure the client is shaping their own outcomes.
- 2.10 As noted the work proposed in this report ties in with other anti-poverty approaches already in train in Levenmouth, including our food insecurity initiatives, assisting those to connect with others facing social isolation, access to sporting and leisure opportunities where finance is an obstacle as well as job club and adult education opportunities.

- 2.11 Appendix 1 attached to this report gives an overview from our colleagues at Castle Furniture on year 1 of the project, along with case studies which highlight the issues faced by individuals helped by this initiative, along with a statement on development priorities for year 2 of the operation.

3.0 Conclusion

- 3.1 The work proposed here will have a beneficial effect on the ability of households in the area to deal with the potential economic shocks that we saw throughout the period of the pandemic, and subsequent cost of living crisis, which is still being felt today. The proposal also supports the concept of the Cash First approach being promoted in Levenmouth.
- 3.2 This project aligns well with core objectives within both the local community plan around the core Welfare Reform and Anti-Poverty (WRAP) approach and builds on the robust anti-poverty response that elected members in Levenmouth have consistently called for.

List of Appendices

- Castle Furniture –Levenmouth Independence Initiative – Overview of year 1 delivery, Case Studies, and Project Development Proposals.

Background Papers

Levenmouth Area Committee – 23rd May 2023

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Appendix 1

Levenmouth Independence Initiative

Project background

Levenmouth Independence Initiative is a partnership between Castle Furniture and Levenmouth Community Learning and Development Team which has been operational using our current approach since July 2023. With support from Levenmouth Anti-Poverty Funding, we provide an access point where the community - both local staff and residents - can request the items they require to manage their households successfully.

This includes re-use white goods and furniture items, and where necessary we can purchase new or unique items – such as bunk beds which sleep 3 children. As a project team, we work together to respond to households by offering appropriate additional support such as benefit checks and referrals to specialist services to address more fundamental barriers to resilience.

Impact so far

In our first year of delivery (July 2023-July 2024) we have been able to support 87 households with access to support and provided a total of 147 household items at a cost of £18,529.88.

This includes 37 single people and 50 families with children (our families have had 67 adults in the house and 105 children in total)

Items received by households with cost breakdown:

Domestic Appliances	49	£10,609.58
Beds & Bedding	45	£3615.60
Sofas & Chairs	12	£2,260
Furniture	41	£2044.70
Total	147	£18,529.88

While we know the monetary value of the items provided to households, we as a project team are mindful of the importance these items have in people's lives:

- According to the Turn2us #LivingWithout campaign, living without a cooker means families might have to spend an extra £42 a week on their food shop for a family of four, as they rely on microwave-ready meals or take away meals. This additional

expenditure on food due to the absence of a cooker translates to over £2,184 annually for a family of four a year.

- Where families have access to a washing machine it saves £320 over forty weeks at a launderette, assuming one wash per week at £8 which is a collective saving of £5,440
- A decent bed with a mattress helps to enhance people’s wellbeing.

Our referral sources:

Fife Council	36
Voluntary Sector	27
Self-Referral	23
Health	5
Castle Furniture	2

We ask for some information as part of our referral process to understand people’s circumstances and help us explore suitable additional support. Here are some examples where our project has become involved:

- *Applicant has no family support and is using deck chairs to sit on as they cannot replace the sofa awarded through community care grant when the legs broke.*
- *Applicant is relocating to area after leaving domestic abuse. They have no family support and no funds to purchase storage items.*
- *The applicant has 3 children and has not had a working fridge freezer for several weeks. The applicant had to buy food daily as there was no way of storing food and this was working out to be an expense they could not afford given their reliance on benefits.*
- *The applicant has mental health conditions and is the main care giver for 2 younger children who have anxiety issues from previous trauma. The older child needs somewhere to sleep when they stay over to help sustain school attendance.*
- *The applicant is currently receiving comprehensive support from the NHS nursing team and undergoing substantial home repairs aimed at enhancing living conditions. There is a specific need for essential household appliances to complement these efforts.*
- *The client, a young adult in through-care, has experienced homelessness and recently secured their own tenancy. Relying solely on a bursary from college, they face significant financial difficulties in making ends meet.*

When we receive self-referrals, it is important to us to understand if there is any additional support we can connect people to. Our CLD Welfare Team acts as the first contact, undertaking benefit checks and ensuring households are receiving correct entitlement. This also includes making appropriate referrals to services to support the person or household in the way they choose. In year 2 we plan to work on how we can more accurately track the holistic support provided to households associated with the project. Below is an example of local support to a family in the Levenmouth area where LII provided input as part of a package of support.

- *The individual was initially referred to Fife Council Welfare Support by a Universal Credit Officer. Universal Credit Officer had stated that the individual was due to move into his new property and had been declined a Community Care Grant (CCG) and was struggling. Welfare Support met individuals for a chat and after a discussion decided to submit another CCG application on individual's behalf due to him meeting the qualifying criteria. The individual and his daughter were still staying between friends as they were unable to move into the property due to it being without flooring, beds, and white goods.*
- *The individual was a single parent on a low income with sole responsibility for his daughter. He had previous experience of homelessness and struggled with his mental health but was determined for his daughter to have a steady upbringing. Due to all these points, it was important the individual was supported to set up his new home correctly so that he could sustain his tenancy long term for himself and his daughter.*

The CCG was awarded, however, not all items on the form were awarded. A Levenmouth Independence Initiative form was completed for the remainder of the items that were not on the award; Chest of Drawers x 2, Bedside tables x 2 and curtain pole and curtains, helping to make the house more of a home as they had nothing.

A benefit check was also completed by Welfare Support at the appointment where it was highlighted that the individual was not in receipt of Scottish Child Payment for his daughter. An application was made on the individual's behalf, which has helped to increase the family's income. This application was successful and has resulted in a household income uplift of £1388.40 per year.

Due to the individual not having his own permanent tenancy for several years, Welfare Support also contacted the individual's Housing Officer to arrange for Tenancy Assistance to be set up. This looks at all aspects of managing your own

tenancy, from managing your mail, to helping you heat your home efficiently. The individual was keen for this to be put in place to ensure the best start for himself and his daughter.

After moving in, the individual has been back in touch to thank services involved for getting him set up in his tenancy. He and his daughter enjoy having safety and security at home.

Project Development

We are seeking to continue our project and have started to plan how we undertake project development work to improve our support in the community.

This has provided us with the following specific areas to focus on as well as continuing to provide items to local households and engaging them in additional support to overcome barriers:

- Develop our ability as a partnership to provide a repairs service where appropriate to reduce waste
- Provide learning opportunities in the community where people gain skills in maintaining and undertaking appropriate safe repairs
- Deliver Our Fife and Benefit Checker Training to drivers and van team to improve local people's access to support
- Ensure that the Partnership is fully involved in the Household Support work being undertaken by the Tackling Poverty and Preventing Crisis board with a view that we influence systems which improve people's lives
- Improve our monitoring processes and engagement with the community to enable us to show our social return on investment in the area

27 November 2024
Agenda Item No. 12

Supporting the Levenmouth Local Community Plan – CORRA Support – Anti Poverty Funding

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: Ward 22

Purpose

The purpose of this report is to seek agreement from the Area Committee for a contribution from the LCPB Anti-Poverty fund of £19,000 towards supporting the continuation of Corra Foundation officer activity in the Levenmouth area over the fiscal year 2024/25. It is also to give advanced awareness to members that further support will be requested in the financial year 2025/26 to partially fund Corra activity in the area.

Recommendation(s)

The Committee is asked to: -

- 1) agree a contribution of £19,000 to support the continuation of CORRA officer activity in Levenmouth to cover 2024/25. This is from the Local Community Planning Budget (LCPB) (Anti-Poverty); and
- 2) note that if agreed it would be the intention that officers brought a separate report with relevant activity updates in 2025/26 to secure equivalent funding for this proposal from the LCPB (Anti-Poverty) fund.

Resource Implications

Approval of this funding will reduce the Anti-Poverty fund for Levenmouth by £19,000. This would leave an unallocated balance of £44, 281.22. On current projections the Anti-Poverty fund will be fully expended by March 2025.

Legal & Risk Implications

There are no legal implications inherent in this report. All issues relating to the employment of this individuals will be covered by the framework used by CORRA as the employing organisation, for these positions.

Impact Assessment

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

Consultation

There has been a long-term relationship with Corra in the Levenmouth area going back to 2016. Corra are embedded in the area and have been involved in significant levels of community-based work, activity relevant to the Buckhaven and Methil based posts will be noted in this report.

The attachments to this report (Plans on a Page) show the extent of the activity in both Buckhaven and Methil and include examples of consultation activity.

1.0 Background

- 1.1 The criteria for spend from the LCPB and CRF requires authorisation from Area Committee before amounts of over £5,000 can be committed.
- 1.2 This report is to seek agreement from the Area Committee for a contribution from the LCPB (Anti-poverty).
- 1.3 This report is to seek agreement from the Area Committee to support the employment of two officer posts, managed by Corra and working in the Buckhaven and Methil areas.
- 1.4 Since 2016 Corra and Fife Council have been working in partnership alongside the communities of Buckhaven and Methil. This long-term work has supported strong connections to be built and established a firm foundation of increased confidence, capacity, and community-led action.
- 1.5 Communities are facing a critical moment of transition as they continue to struggle with the rising cost of living, coupled with the clarity that longer term funding for services will be limited.
- 1.6 Pressure on public services and local authority budgets is at a critical level, and new ways of working are needed if shared ambitions, between communities Corra and Fife Council are to be realised.
- 1.7 This proposal has been based on how an investment from Fife Council can support a deeper collaboration with Corra and communities that can deliver a new way of working, and secure officer resource in the Levenmouth area up to March 2026 and develop longer-term resourcing for communities beyond that date.
- 1.8 Since 2016 People in Place has invested £418k directly into the work being carried out in Buckhaven and Methil. In addition, Corra's local knowledge and trusting relationships have connected local groups with other funding sources, including £34k to support pandemic response work, and £40k to support community-led grant making initiatives in 2022.

- 1.9 A report to the Levenmouth area committee in February 2023 gave an overview of the interventions and support provided by Corra staff that had positive impacts in the communities involved.

2.0 Issues and Options

- 2.1 A 25% contribution of £57k (£19kp.a.) from Fife Council would be integral to the success of this approach –and leverage further investment of £173k that would not otherwise have reached the area.
- 2.2 This contribution would secure two Community Co-ordinator positions in the Methil and Buckhaven area until 31st March 2026.
- 2.3 Through ongoing local discussions Corra have identified that there are shared ambitions -between communities, Corra and Fife Council- specifically in relation to tackling poverty, community wealth building, as well as community access to and ownership of space.
- 2.4 The two Corra resource workers will continue to focus on these ambitions and build their work around three key elements:
- Priorities –we know that communities’ priorities are changing and Corra can offer a supportive space to explore, define and articulate them.
 - Plans –Corra will support communities to set out their priorities and actions to achieve them in a ‘community-owned’ plan.
 - Partnerships–Corra will connect with partners who can help to produce the plan and/or help deliver on community priorities.
- 2.5 These ‘three P’s,’ and the evolution of the approach they support, build on the strong foundations of trust, relationships, skills, and knowledge, that have been established to date.

Progress has been made during the past year as Corra staff have supported community members, groups and organisations that they have been working alongside to agree shared priorities and identify partners required to help achieve them long term. These are articulated through their plans on a page for both Methil and Buckhaven. Priorities include:

- Enhanced community-led space to enable people to meet, share ideas, access information and resources
- Co-develop intergenerational community-based learning opportunities – particularly around local history and heritage
- Improve health and wellbeing with a focus on supporting food insecurity and substance use dependency.
- Activities for families
- Community-led grant making to support grassroots projects and ideas

Achievements over the past year include:

- Corra funded and worked alongside Glasgow University to deliver the Activate course in Levenmouth. This provided a community-based introduction to community development that 12 community members successfully completed.
- New community group established – Levenmouth Toy Exchange. This was a result of two community members identifying the need during the Activate course.
- Community forums were held in Methil to bring community members together to discuss proposed local housing developments. Plans being made to provide opportunities to learn about the planning system.
- Support given to Cosy Café at Buckhaven Baptist Church to develop and refine their approach to supporting food insecurity. Providing hot lunches and food bags to 45-50 people weekly
- Worked in partnership with CLD to support the development of the Buckhaven Community Cinema
- Doon the Dam organised several activities and events along River Leven
- Methil History Group led three history cafes to gather local information and memories of the Savoy Park in Methil and are working alongside CLEAR to create information boards.

2.6 This approach, and joint investment strategy will help Fife Council and communities deliver on these key issues.

2.7 The key areas of work at this time will focus on the following work:

- Supporting local community leadership beyond 2026, addressing local priorities and identified need as set out in the plans on a page.
- Enabling community-led activity to develop, such as, local history, community cinema and 'doon the dam'.
- Supporting communities to continue to hold community forums and participate in the planning system.
- Exploration of a community-led hub space within Levenmouth to develop access to support and enhance collaboration between community groups to meet local need
- Growing the capacity of local people to provide food insecurity approaches in Buckhaven and work alongside drug support services.
- Growing the capacity of local people to lead on the development of the Methil Heritage Centre as a cultural hub for the area.
- Continuing to support community leaders to develop their confidence, knowledge and skills and help connect them with other communities that Corra is working alongside to share learning and ideas.

3.0 Conclusions

- 3.1 This project will make an impact in terms of improving the Levenmouth approach in supporting local communities to both articulate and act on the key issues for their area.
- 3.2 The investment from Fife Council if agreed will help pull in significant match funding from Corra.
- 3.3 In addition, this project meets the underpinning aims of the current approved Levenmouth Local Community Plan, notably around the theme of Opportunities for All and Community Led Services.

List of Appendices

Methil - Plan on a Page

Buckhaven – Plan on a Page

Background Papers

- [Report Agenda Item 11 - Levenmouth Area Committee 8th February 2023](#)
- [Behaviour change report 2020](#) - Sustrans

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METHIL COMMUNITY PLAN

Methil's people and community wealth, past and present, are the enablers for leadership, intergenerational collaboration, inclusivity, equity and community-led change for the future

Get involved
Contact:
doonthedam2@gmail.com

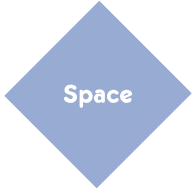
Community designs and implements participatory budgeting and community-led grantmaking initiatives

- Continued support and resource to community grantmaking initiatives - the Small Fish Fund
- Community members leading on fund design, implementation, evaluation and decision making
- Support grassroots projects and ideas
- Research various approaches of community-led and community owned funding initiatives



Co-develop intergenerational community learning and leadership opportunities

- Co-Design and facilitate community-based learning opportunities
- Support community-led development and advocacy initiatives
- Community forums on local planning, climate change, saving and creating more green space



Promote and support further research, learning and documentation of local history

- Local history research projects and community cafes
- Facilitate ongoing events and skills building opportunities to uncover social and family history
- Publicise history and current examples of community wealth - culture, art, community organisations and leadership
- Community and education sector partners share history research and experience

Establish a community hub

- Create a community shopfront space (multi-purpose meeting and cafe space, IT and internet access)
- Establish a community information and resource centre
- Equity and human rights approaches guide hub design and activities

Achievements

- Small Fish Fund: Participatory grantmaking led, designed, managed, and facilitated by Doon the Dam community group. £20,000 distributed to 23 unconstituted community groups within a year (approx. 75% women-led). The Small Fish Fund network has supported multiple community activities since 2022
- Creation of local history and community board at Memorial Park: Research and design of boards by community members
- Community history cafes: Wealth of local history uncovered. Topics include family histories, museum trips, map research, the pits and docks, Byron Park, Kirkland and Methil's Industrial and social history
- Leadership Courses: Activate Leadership Course, Health Inequalities in Our Communities course. 40 community members/learners across generations. New and expanded community initiatives grew from courses such as Levenmouth Toy Exchange and Warm spaces-cafes
- Community forums: Explored hall closures during covid; expansion of greenspace and more social housing in proposed housing development in area.
- Community network emerged advocating the inclusion of Methil communities in the Leven Project/ River Park. This became the Doon the Dam Group who since 2020 have led a series of community events advocating for an inclusive, community-based design of the river park.

How we'll work together
We celebrate Methil's strong communities through inclusive approaches which centre participatory design and decision-making throughout our work and initiatives

How we'll know it's working

• Range of activities/services hosted in an accessible shopfront space	• Community leadership network emerges in Methil	• Community-led ideas and advocacy initiatives lead to social action and change	• Community members are actively engaged in community fund initiatives, supporting one another through fund network and participatory decision-making processes	• Renewed community pride in the past and inspiration for present and future	• Community exhibits reflect historical memory and celebrate local leadership, development and achievements
• Meetings spaces and cafe are well used by local groups and all sectors of the community	• Community members co-design, co-facilitate and co-lead learning opportunities	• New community-led projects and ideas are supported and resourced		• Linkage to school curriculum and intergenerational projects	

GET INVOLVED

Cosy Café & Larder
 robertscott1959@hotmail.com
 Community Cinema
 tracyyoung154@gmail.com
 Play Project
 kerreenhunter@blueyonder.co.uk

Buckhaven

COMMUNITY PLAN

HOW WE'LL WORK TOGETHER

Buckhaven has a great community spirit and people who are proud of the area and look out for each other. This is the foundation of how we work together:
 Work together
 Look after people in the area
 Celebrate our history

ACHIEVEMENTS

Cosy Café & Larder – New kitchen and other facilities, providing food for 40-50 people very week, development of connections with other local groups and organisations.
 Cinema – Monthly screenings from December to June, over 500 people attending screenings, funding for new equipment to sustain the cinema

PARTNERS

Community Learning and Development
 Fare Share
 Fife Voluntary Action KY8
 Community-Led Environmental Action for Regeneration
 Police Scotland
 Cook and Share
 We Are With You
 Furniture Plus

WHAT NEEDS TO HAPPEN

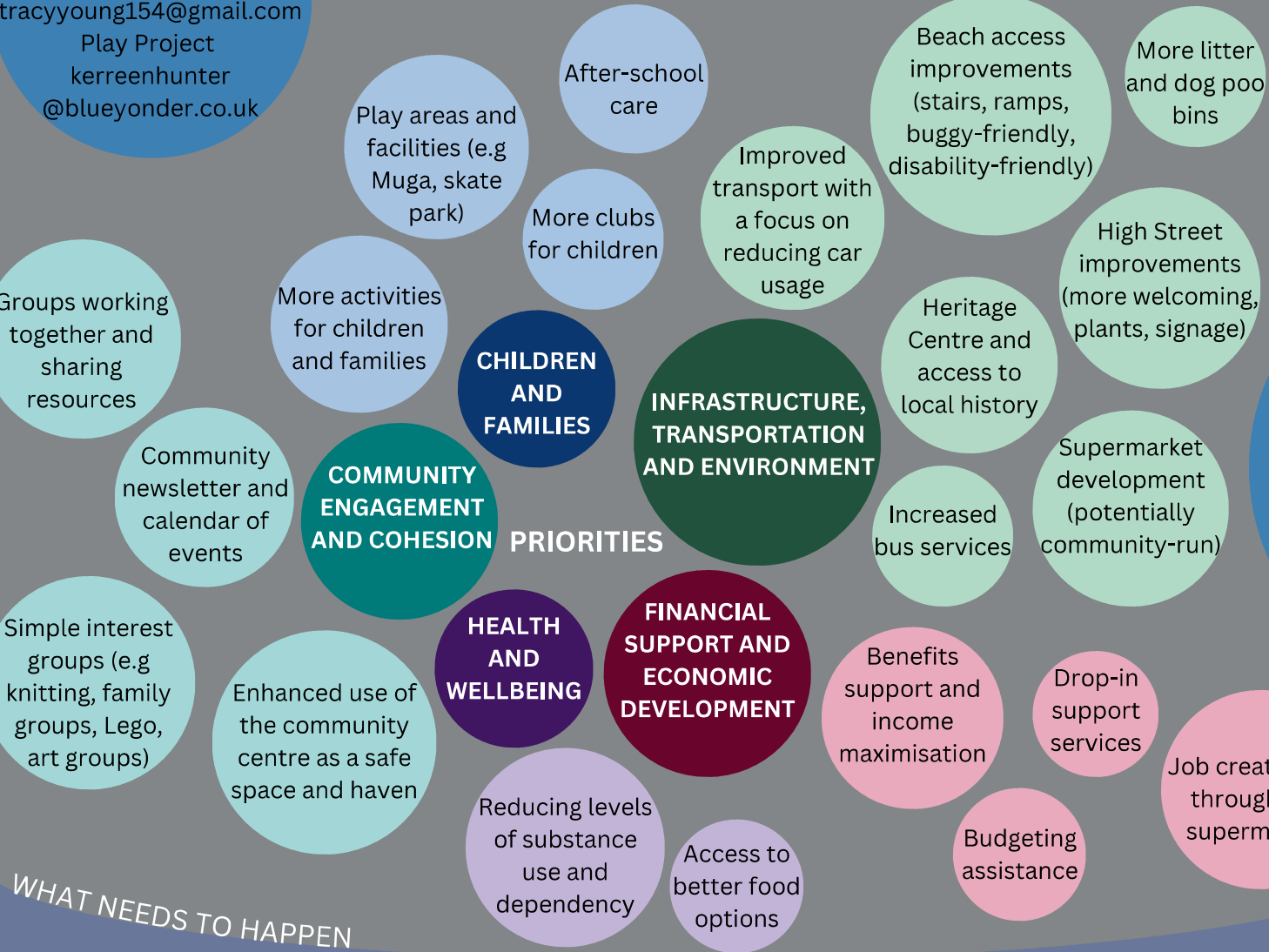
- More support and consistency from Corra
- Build connections between people and groups in the community
- Create more ways for people to help themselves improve their income, opportunities and wellbeing
- Support community to develop new ideas – simple and more complicated

CHILDREN AND FAMILIES
COMMUNITY ENGAGEMENT AND COHESION
PRIORITIES

INFRASTRUCTURE, TRANSPORTATION AND ENVIRONMENT

FINANCIAL SUPPORT AND ECONOMIC DEVELOPMENT

HEALTH AND WELLBEING



27 November 2024
Agenda Item No. 13

Supporting the Levenmouth Local Plan– Greig Institute Windygates- Changing Room Work

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: Ward 21

Purpose

The purpose of this report is to seek agreement from the Area Committee to allocate funding to carry out work to the changing rooms at Greig Park Windygates. The total cost for this approach is £10,524 and would come from the Community Recovery Fund (CRF) budget for the Levenmouth area.

Recommendation(s)

The Committee is asked to:

- 1) agree a contribution of £10,524 from the CRF budget to allow this upgrade project to progress.

Resource Implications

The proposal in front of members today will reduce the funding available in the Levenmouth CRF budget by £10,524

Legal & Risk Implications

There are no legal implications inherent in this report.

All construction risks will be borne by the relevant contractor, the costing exercise has been carried out by FC Property Services who will oversee the contract.

Impact Assessment

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

This proposal will benefit local people through the improvement in the condition of the changing facilities.

Consultation

This proposal has been the subject of local discussion for some time and has been raised by the main users of the facility with elected members. The Greig Park Management Committee have been consulted.

1.0 Background

- 1.1 The criteria for spend from the LCPB (Local Community Planning Budget) or CRF requires authorisation from the Area Committee before amounts of over £5000 can be committed.
- 1.2 This report is to seek agreement from the Area Committee for funding from the Levenmouth CRF budget of £10,524 for the upgrade of the changing facilities at Greig Park Windygates.
- 1.3 Members will be aware that this is a proposal that has a significant amount of support locally with the main users of the facility. The proposal has been shared with the Greig Park Management Committee who have signalled their support for the project.
- 1.4 The current condition of the changing room, referees' room, and external access WC is poor. This work will bring the facilities up to a reasonable standard.
- 1.5 Members will be aware that there are longer term proposals for the improvement of the playing facilities at this site to potentially incorporate a 3G/4G pitch.

2.0 Issues and Options

- 2.1 Members will be aware that two teams use the Greig Park pitches, namely Eastvale and Greig Park Rangers.
- 2.2 Recently Eastvale lost half of its changing space through an act of vandalism. Eastvale had developed its own facilities through the installation and adaptation of modular units.
- 2.3 Due to this there has had to be higher use of the integrated and external changing and WC facilities that are within the curtilage of the Greig Institute.

- 2.4 The work proposed within the changing rooms will consist of the installation of new bench seating and full decoration.
- 2.5 Within the referee's room the work proposed will consist of all walls being suitably prepared to allow full decoration.
- 2.6 At the external WC unit the work proposed will consist of new hardwood panelling, the installation of new aluminium checker plate to be the walls around the urinals which will be fully sealed, all walls will be suitably prepared to allow full decoration also.
- 2.7 Lighting upgrades will also be carried out to all rooms, and an investigation into securing the water supply to these facilities will also be carried out with the potential of future work taking place.

3.0 Conclusion

- 3.1 These proposals fit well with the agreed priorities contained within the Levenmouth Local Plan, specifically around the Opportunities for All and Thriving Places themes, as well as the sub themes around health and wellbeing.

List of Appendices

CRF Proforma

Background Papers

Property Services Drawings

David Paterson

Community Manager (Levenmouth)

Buckhaven Burgh Chambers

Telephone: 08451 55 55 55 + 493928

Email – david.paterson@fife.gov.uk

Proposal Title:	Greig Institute -Changing Room Upgrade			
Brief Summary of Proposal:	The upgrade of an existing changing room area within the Greig Institute windygates, this will consist of the renewal of seating, lighting, renewal of urinals and the installation of new screens.			
Select relevant Area or Fife wide:	Cowdenbeath		Levenmouth	x
	Dunfermline		North East Fife	
	Glenrothes		South and West Fife	
	Kirkcaldy		Fife wide	
If Fife wide, will the proposal deliver across all 7 areas?	No			
Project Lead	Daryl Keddie/Dave Paterson			
Lead Organisation	FC Communities and Neighbourhoods			
Date	4/11/24			

Community Recovery Fund - Background

At its meeting on 25th August 2022, Cabinet Committee agreed to allocate £10 million of revenue balances as a Community Recovery Fund. Further to this, the subsequent Cabinet Committee meeting on 22nd September 2022 approved the 'Help with Cost of Living: Extending Community Support' report which set out a general approach and criteria for the Fund, including the allocation of £9m across the 7 Area Committees with the remaining £1m to be used to support initiatives spanning several areas or of Fife wide significance.

Approach

- Area Committees will decide allocations from the fund
- Communities should help identify priorities and projects
- The fund can be used flexibly across financial years 22/23 and 23/24
- Projects and spend should support wider community recovery as well as shorter term challenges e.g., cost of living
- Minimise any recurring revenue spend but promote innovation and pilot schemes which may influence future delivery

Specific Criteria

- Projects should link to Local Community Plan priorities
- Projects should take account of Plan for Fife recovery priorities (Community Wealth Building, Tackling Poverty, Economic Recovery, Climate)
- Projects should provide assessment of benefit to ensure no unintended consequences

Monitoring & Evaluation

- Applicant organisations will be asked to provide 6-monthly progress reports at 6 months, 12 months and 18 months. Where applicable, a final report will be required upon completion.
- We expect organisations to source best value and provide verification of the budget spend.

DETAILS OF PROPOSAL

1. What benefits will the proposal deliver and what are the timescales for delivery? Please also include in this section the consideration given to any unintended consequences associated with the proposal, during implementation or upon completion.

The benefits the proposal will deliver:

- Better quality changing room space
- Expanded provision to assist with the higher demand at this site due to new teams forming and replace space lost due to vandalism

2. Please detail which priorities this proposal meets.

a) Recovery and [Renewal Plan 4 Fife Update](#) priorities met.

At a local level the **Plan for Fife Recovery and Renew 2021-24** recognises that under Tackling poverty and Tackling Crisis, that supporting people into employment is a priority, which links to maintaining and improving mental health and wellbeing highlighted under 'immediate actions'. The approach supports priorities under 'Opportunities for all' - Fife has reduced levels of preventable ill health and premature mortality across all communities, in this case through the encouragement of participation in sport.

The plan also calls for investment to support a sense of place, Investment in core assets pays dividends in terms of people seeing tangible improvements to the place they live, work and play.

b) Local Community Plan priorities met.

The approach supports the local actions to achieve priorities under improving health outcomes, volunteering outcomes and improving mental health support.

3. What consultation has taken place regarding the proposal? (e.g., with communities, Elected Members, other Services, partner organisations, at People and Place Leadership Groups)

The discussion around the proposal has taken place within;

- Local sporting teams
- Elected members
- Greig Institute Management Committee

4. List the desired outcomes and benefits, and what measures of success will be used.

Outcome	Benefit	Measurement
Better quality sports changing environment	Tangible investment in a local community asset	<ul style="list-style-type: none"> • Better perception of the asset • Higher sense of ownership by end user groups • Reduction in complaints due to poor conditions
Increased use of asset	Stronger argument for ongoing investment in a community asset	<ul style="list-style-type: none"> • Stronger community input into management of facility

COSTS

5. Provide a breakdown of the proposal's costs.

Cost Description	£
Property Services valuation of work proposed	£ 10,524
	£
	£
	£
Total:	£ 10,524
6. How much funding are you requesting from the Community Recovery Fund?	
Full amount request	
Property Services quote	
Total	£10,524
7. Where Community Recovery Fund monies are requested to fund a portion of the total proposal cost, list below all other sources of funding and indicate whether this funding is confirmed or pending.	

RISKS

8. What are the risks associated with this proposal?			
Risk Description	Probability Score (1-5)	Impact Score (1-5)	Overall Score (Probability x Impact)
No funding allocated	3	5	15
Delays in scheduling work	2	4	8
Additional Costs	2	5	10
9. For each risk, please detail the mitigation measures in place.			
Risk	Mitigation Measures		
No funding allocated	No effective mitigation available		
Delays in scheduling work	Start dates will be negotiated with the end users to try and mitigate disruption		
Additional Costs	Negotiations will be held with Building Services to reduce the impact of these additional costs through value engineering where feasible.		

PROPOSAL SIGN OFF

10.	Can you confirm the proposal does not have any of the following:
-----	--

Recurring costs	There will be recurring costs for ongoing maintenance of the asset, however these are met from existing budget and physical resource	
Unintended consequences	None identified	
Duplication with existing projects / initiatives	No Duplication	
11.	Approval	
Approved By	Role	Date
	Community Manager	4/11/24
	Accountant	
	Area Committee	Scheduled for 27/11/24
	Cabinet Committee (if Fife wide)	

27 November 2024

Agenda Item No. 14

Supporting the Levenmouth Local Plan – Allocation of Capital and CRF Funds

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

Wards Affected: 21 & 22

Purpose

The purpose of this report is to seek agreement on the allocation of funding from local capital budgets of £35,000 to the Herd Park Pavilion proposal and £77,500 to the Bishops Court Public Realm Improvement project, both projects were discussed at the 2 October 2024, Levenmouth Area Committee, and approval was given to bring a further report to members today.

The report also seeks agreement on Community Recovery Funding (CRF) being allocated to the two projects, the amounts requested are £60,000 to the Bishops Court Public Realm Improvement project and £65,000 to the Herd Park Pavilion renewal project.

Recommendation(s)

The Committee is asked to:

- 1) agree the allocation of area capital funding to the Bishops Court Public Realm Project of £77,500.
- 2) agree the allocation of £60,000 of Community Recovery funding (CRF) to the Bishops Court Public Realm project.
- 3) agree the allocation of area capital funding to the Herd Park Pavilion Renewal project of £35,000.
- 4) agree the allocation of Community Recovery funding of £65,000 to the Herd Park Pavilion renewal project.

Resource Implications

Agreement on the two capital funding requests would fully commit the 2017-2019 capital budget allocation and leave an uncommitted sum of £35,714 in the 2021- 2031 local capital budget.

Agreement on the CRF funding element would reduce the budget available by £60,000. This would leave the CRF budget in a position of being overcommitted by a total of £28,210.13 based on the original allocation of £1,338,000.00. This level of overprogramming is normal and as a percentage equates to 2.10% of the total budget

available. With slippage in projects and changing priorities, officers are confident that expenditure will be brought in line with budget availability prior to the close of this funding stream at the end of March 2026.

Legal & Risk Implications

There are no legal and specific risk implications raised by this report at this stage. Any work supported by this funding would be procured through standard processes. Any on site risks would be mitigated through the chosen contractor's own risk assessment approach.

As noted, procurement processes will require to be instigated for both projects, these will only be started once we have approval to allocate the funding.

Impact Assessment

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

Consultation

All projects noted in this report have been the subject of discussion at a range of local forums or have been driven by elected members due to concerns or aspirations within their communities. If funding is approved both projects will be subject to further detailed consultation to ensure buy in from the community in the case of Bishops Court and the clubs who use the changing facilities at Herd Park.

1.0 Background

- 1.1 This report follows on from the discussion at the last meeting of the area committee which gave Councillors an overview of the capital work being undertaken or planned in the Levenmouth area, or that has been completed.
- 1.2 The report also asked for provisional approval to be given to promote two capital projects, namely Herd Park Pavilion and Bishops Court projects. It was agreed that members were happy to consider these proposals in more detail at the November area committee, by which time fuller costs and design details should be available.
- 1.3 Area Capital budgets will be managed through the existing delegated authority for local community planning budgets by the Area Committees. Each project will be approved by Area Committee prior to progressing. As the funding is capital in nature certain criteria is required to be met in terms of the type of project that can be supported. In addition to this guidance, a capital project must also directly align with the priorities contained within the local community plan.

2.0 Issues and Options

- 2.1 Members will recall previous discussions relating to both the Herd Park Pavilion and Bishops Court Shopping Centre Public Realm work from previous ward meetings and discussions around the allocation of CRF funding.

- 2.2 In terms of the Herd Park pavilion members agreed at the 30th of August 2023 to allocate up to £100,000 towards this project and the Community Manager was tasked with funding from a range of sources to achieve this objective. This project would achieve the full replacement of the current changing facilities at Herd Park Methilhill, with a significant improvement in quality and sustainability in terms of running costs.
- 2.3 In this report we are proposing to allocate £35,000 from the 2021 – 2031 local capital budget to the Herd Park Pavilion project. This would sit alongside a contribution from CRF of £65,000. This would put us in the position of provisionally identifying a total of £100,000 to achieve this project, which we feel is a reasonable estimate. This estimate was based on a submission by the company Sibcas, which was emailed to members for their initial consideration on 23rd September 2024. A procurement process will still need to be undertaken, however the specification noted in the Sibcas estimate is unlikely to vary. The Sibcas document was resent to members prior to this meeting to remind them of the detail.
- 2.4 A request is also being made to formally allocate capital funding to the Bishop's Court Public Realm improvement project. This would be made up of a total of £37,500 that had been earmarked for this project in the 2017-2019 capital budget and £40,000 from the 2021-31 capital budget allocation. This would sit alongside a contribution from CRF of £60,000 as noted in the recommendations section above.
- 2.5 This would give a total budget of £137,500 for the project. Members are aware of the design proposals for this project, which would see the demolition of the old public toilets, removal of existing brick planters and replacement with railings, and the installation of a ramp from the bus stop to the shopping area.
- 2.6 Members have previously been sent the detailed design proposals for the Bishops Court project, and these are background papers to this report. At the point of writing this report officers do not have the detailed estimated costs available to hand, however we are expecting them imminently, this should allow an update to members at the committee meeting today.
- 2.7 As noted Members will recall that part of the preparation for this work also includes the effective demolition of the subterranean toilet blocks at this site. In this case this means the whole void will be filled in to ensure no future issues arise with this space. It can be confirmed that funding for this aspect of the work will be covered by Property Services, accordingly the funding ask in this report will not be directly used to achieve this aspect of the project.

3.0 Conclusions

- 3.1 The proposals contained within this report all contribute to the main theme of Thriving Places found in the Plan for Fife, along with the core priorities within the Levenmouth Local plan around ‘improving the quality of the built and natural environment’.

List of Appendices

- CRF Pro Forma – Herd Park
- CRF Pro Forma – Bishops Court

Background Papers

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

- Minute of Levenmouth Area Committee 30th August 2023
- Minute of the Levenmouth Area Committee 2nd October 2024
- 2.10.23 Members Funding Workshop Presentation
- Detailed Design Proposals – Bishops Court, Kennoway
- Sibcas Proposal Document Permaspace Quotation – Emailed to members on 23rd September 2024

Report Contact

David Paterson
Community Manager Levenmouth
Workplace Buckhaven Burgh Chambers
Email: david.paterson@fife.gov.uk

Project Title	Herd Park Changing Facilities
Area Project or Corporate Project	<i>Area Project</i>
Area Project covers	<i>Levenmouth Methilhill</i>
Project Manager	Dave Paterson
Approval	Area Committee
Date	27 th November 2024

Section 1: Proposal

1.1 What is the project going to do?

- | |
|---|
| <ul style="list-style-type: none"> The project will facilitate the renewal of the current changing and toilet areas at Herd Park Methilhill by replacing with 2 x 6.1m x3.05m changing room units with toilets and showers and 1x 3.05 x 3.05m unit for referee changing with toilet and shower. |
|---|

1.2 Which priority does it meet?

Thriving Communities, Community Led Services, Opportunities for All

1.3 What consultation with Elected Members has taken place on this project?

Members have been kept appraised of this project at ward meetings.
--

1.4. What are the desired outcomes and benefits, and what measures will be used?

Outcome	Benefit	Measures
Better quality changing facility	Better facilities for a range of teams	Reduction in complaints and concerns raised about the suitability of the current changing facilities especially for younger players.
More Sustainable Facility	Lower Running Costs	Review of costs from both units

1.5 What are the known costs and timescale? How will this be funded?

1.5.1 Costs

Total expected one-off cost	Profile of spend
£100,000	One off purchase and installation costs in financial year 2025/26

1.5.2 Funding requested

How much funding is being requested? **£65,000** _____

1.5.3 Funding availability

This will list all sources of funding including any match funding

Capital Funding of £35,000

1.5.4 Resource availability within the service to deliver

This will be a negligible impact on the service with Property Services commissioning the work through Building Operations.

1.5.5 Can you confirm the project does not have

Recurring Cost	No recurring costs over and above those already in place for ongoing maintenance.
Unintended consequences	None
Duplication with existing projects or initiatives	No Duplication This facility will look after the changing facility needs of all teams playing on the pitch at Herd Park

1.5.6 Is the project a spend to save proposal, if yes please provide details of savings

Yes – the current changing facilities have no valid EPC and are in poor condition overall – maintenance costs have risen in terms of ongoing visits to repair plumbing work etc – The unit is over 40 years of age, and it is no longer viable to try and maintain it. A new unit will be better insulated, use lower energy lighting, and will be designed up to today's standards in terms of accessibility – Full savings will only be fully identified after the first full year of use of the new installation.

1.6 What are the known risks?

1.6.1 Risk Assessment

Risk description	Probability score (1-5)	Impact score (1-5)	Overall score (probability x impact)
Low Risk Project All building work and CDM regulations as required covered by the Councils nominated contractor, with Property Services overview			
Delays in start date	2	2	4
Adjustments to utility connections	2	2	4
Planning or Building Control Issues	2	4	8

1.6.2 Risk mitigation

Risk description	Mitigation Measures
Delays in start date	Flexibility in start date is manageable
Adjustments to utility connections	These are an unknown now until a full investigation takes place, we will build in a contingency for any additional pipework or modifications required
Planning or Building Control Issues	We will engage at an early stage with colleagues to discuss the replacement on a like for like basis.

1.6 Proposal sign-off

Approved by	Role	Date approved
Dave Paterson	Project Manager	October 2023
	Accountant	
	Area Committee	27.11.24
	Who will approve corporate projects?	N/A

Project Title	Bishops Court Upgrade
Area Project or Corporate Project	<i>Area Project</i>
Area Project covers	<i>Levenmouth Kennoway</i>
Project Manager	David Paterson
Approval	Area Committee
Date	27 th November 2024

Section 1: Proposal

1.1 What is the project going to do?

- | |
|--|
| <ul style="list-style-type: none"> • The project will facilitate the upgrade of the Bishops Court area in Kennoway , through the installation of a new disabled ramp and railings, and the removal of a range of brick walls and planter units that are in poor condition. The project will also see the infill of the old public toilets on this site. • Members have seen the proposal designs and these have gone out for some local consultation and feedback, we will still require to carry out a more detailed consultation on site once we have clarity on the availability of funding to progress work soon thereafter. |
|--|

1.2 Which priority does it meet?

Thriving Communities,

1.3 What consultation with Elected Members has taken place on this project?

Members have been kept appraised of this project at ward meetings.
--

1.4. What are the desired outcomes and benefits, and what measures will be used?

Outcome	Benefit	Measures
Better quality shopping facility	A more vibrant town centre	Reduction in complaints about the look of the area, and an increased level of accessibility to the shopping area for everyone.

1.5 What are the known costs and timescale? How will this be funded?

1.5.1 Costs

Total expected one-off cost	Profile of spend
£137,500 estimated	Programme of work still to be defined, but requires to be complete by March 2026

1.5.2 Funding requested

How much funding is being requested? **£60,000** _____

1.5.3 Funding availability

This will list all sources of funding including any match funding

Capital Funding of £77.500

1.5.4 Resource availability within the service to deliver

This will be a negligible impact on the service with Property Services commissioning the work through Building Operations.

1.5.5 Can you confirm the project does not have

Recurring Cost	No recurring costs over and above those already in place for ongoing maintenance.
Unintended consequences	None
Duplication with existing projects or initiatives	No Duplication This work is being carried out in a defined area for a defined purpose

1.5.6 Is the project a spend to save proposal, if yes please provide details of savings

No

1.6 What are the known risks?

1.6.1 Risk Assessment

Risk description	Probability score (1-5)	Impact score (1-5)	Overall score (probability x impact)
Low Risk Project All building work and CDM regulations as required covered by the Council contractor			
Estimated costs exceed allocated budget	3	4	12
Delays in start date	2	2	4
Weather delays during contract	4	2	8

1.6.2 Risk mitigation

Risk description	Mitigation Measures
Delays in start date	Flexibility in start date is manageable although completion date is fixed at March 2026 to comply with the requirements of the CRF funding element
Estimated Costs Exceed allocated budget	We will seek to find balance funding if this is feasible, but will require to delay until we are clear on the allocation of local budgets for the 2025/26 financial year

1.6 Proposal sign-off

Approved by	Role	Date approved
Dave Paterson	Project Manager	October 2023
	Accountant	
	Area Committee	27.11.24
	Who will approve corporate projects?	N/A

27 November 2024

Agenda Item No. 15

PROPERTY TRANSACTIONS

Report by: Alan Paul, Head of Property Services

Wards Affected: 21, 22

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 Leases by the Council – New Leases

2.1.1 Block 5, Unit 7 Banbeath Industrial Estate, Leven

Term: 3 years
Rent: £3,900 per annum
Tenant: LW Joinery Fife Ltd

2.1.2 Office 10 Fife Renewables Innovation Centre, Ajax Way, Methil

Term: 3 years
Rent: Stepped rent - Year 1 £2,562, Year 2 £3,111, Year 3 £3,660
Tenant: Azaria Lynch

2.1.3 Units 1 & 2 Sandybrae Industrial Estate, Kennoway

Term: 5 years
Rent: £5,800 per annum
Tenant: William Anderson

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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Author’s Job Title Service Manager
Workplace Property Services – Estates
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Glenrothes
KY7 6GH
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27 November 2024

Agenda Item No. 16

Levenmouth Area Committee Forward Work Programme

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

Wards Affected: 21 and 22

Purpose

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

Recommendation(s)

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

Resource Implications

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

Legal & Risk Implications

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

Impact Assessment

None required for this paper.

Consultation

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

1.0 Background

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

2.0 Conclusions

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

List of Appendices

1. Workplan

Background Papers

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

None

Report Contact

Helena Couperwhite
Committee Services Manager
Telephone: 03451 555555 Ext. No. 441096
Email- helena.couperwhite@fife.gov.uk

Levenmouth Area Committee of 12 February 2025			
Title	Service(s)	Contact(s)	Comments
Levenmouth Local Community Plan - Update		David Paterson	
Green Health Partnership - Ratification of Funding (65K)	Communities and Neighbourhoods Service	David Paterson	
Local Economic Profiles - Annual Report	Economy, Planning and Employability	Alison Laughlin	

Levenmouth Area Committee of 2 April 2025			
Title	Service(s)	Contact(s)	Comments
Eagle Road MUGA - Resurfacing Proposal Funding Request	Communities and Neighbourhoods Service	David Paterson	
FEAT Trading CIC - demolition of doocot at Silverburn Park and installation of outdoor furniture	Communities and Neighbourhoods Service	David Paterson	
River Leven Programme Briefing Update	Communities and Neighbourhoods Service	David Paterson	
Community Renewal Project Proposals - Update and Current Spend Profile	Communities and Neighbourhoods Service	David Paterson	
Pupil Equity Fund	Education	Zoe Thomson	
School Attainment and Achievement Report	Education	Shelagh McLean	
Health and Social Care Locality Annual Update Report	Health and Social Care	Jacquie Stringer-fc	
Public Health Report - Annual Progress Update	Education	Pamela Colburn	
Levenmouth Anti Poverty Work Annual Update	Communities and Neighbourhoods Service	David Paterson	

Levenmouth Area Committee of 25 June 2025			
Title	Service(s)	Contact(s)	Comments
Safer Communities Team Update	Housing Services		
Scottish Fire & Rescue Service Local Plan Annual Performance Report	Communities and Neighbourhoods Service		
Operational and Community Briefing on Policing Activities within Levenmouth	Police Scotland		
Grounds Maintenance Service Domestic Waste and Street Cleansing Service Annual Review	Environment & Building Operations (AT&E)	Scott Clelland, Alexander Anderson-Es	
Local Capital Budget - 6 Month Update Report	Communities and Neighbourhoods Service	David Paterson	
Educational Outcomes 23/24	Education	Shelagh McLean	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Additional funding for the Levenmouth Comms Advisor post			
Common Goods Fund (Standing Item)	Communities	David Paterson	
Complaints Update Report		David Thomson-CRM, Diarmuid Cotter	
Area Housing Plan	Housing Services	Peter Nicol	
Minute			
On Fife Levenmouth Activity Update		Christine McLean	
Update on Fife Heritage Rail Conservation Building (Large Grant Funding)	Roads & Transportation	Phil Clarke	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Area Roads Programme 24/25 Final	Roads & Transportation	Vicki Storrar	
Levenmouth Reconnected Large Grant Awards (New funding requests)	Roads & Transportation	Phil Clarke	