

Living & Working in Fife

Fife is going from strength to strength and is one of Scotland's fastest growing regions. Within easy reach of all Scotland's major cities and with a wealth of natural resources, Fife is a quality alternative to city-centre living and all you need for a healthy work-life balance.

Fife is the birthplace of Adam Smith and Andrew Carnegie and the historic seat of Scottish kings. From the ancient towns of Dunfermline, Falkland and St Andrews to the modern community of Glenrothes, we offer the best of both worlds, each building on Fife's long tradition of creativity and innovation.

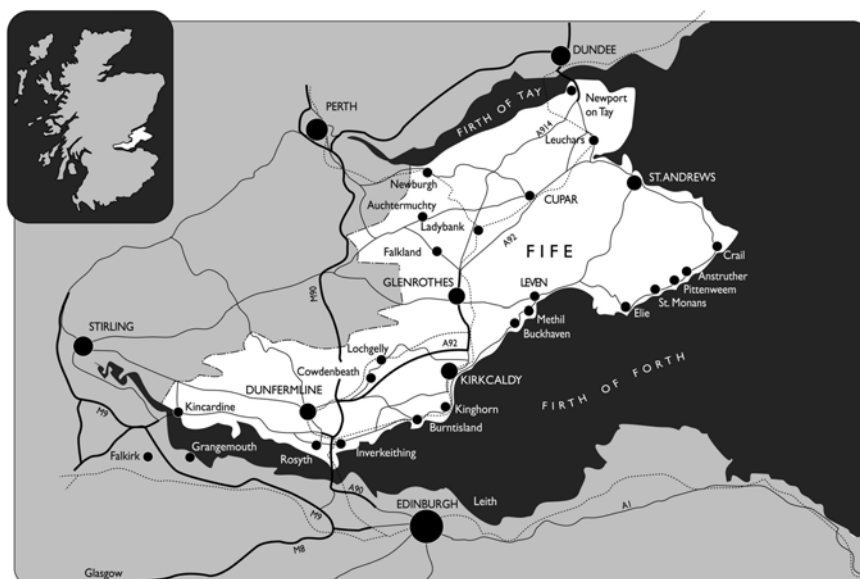
Located in the heart of Scotland between Edinburgh and Dundee, over 350,000 people in Fife enjoy the benefits of coast and rural living alongside the convenience of modern towns and cities. From lighthouses, renovated mills and traditional cottages to quality, affordable new housing, living in Fife presents more choice, value and opportunity than ever before.

Fife opens up access to over 180 schools, supporting children and young people to help them reach their true potential. Fife is also home to Scotland's oldest university at St Andrews and three further education colleges with campuses in Dunfermline, Kirkcaldy, Glenrothes and Cupar - all are within an hour's drive for more than 65,000 students every year.

As our community grows and changes so too do our local services. Schools are being renewed, community facilities improved and town centres re-developed. Our public services are driving long-term improvements in the economy, health, education, environment and communities. It's an exciting time that is changing the face of Fife's future.

Leisure comes naturally in Fife - from modern sports facilities to some of Scotland's most beautiful parks, gardens, countryside and coastal paths. Our award winning beaches offer miles of clean white sand and protected wildlife - so good that we welcome over a quarter of a million visitors every year. Of course Fife is also the 5-star home of golf. Whether you are an occasional or seasoned golfer you can enjoy playing on some of the most famous and historic courses in the world.

Getting around Fife is all about access, not congestion. By rail the local Fife Circle Network connects all major towns and villages, and the main east coast line from London to Aberdeen provides fast and regular links to the cities. By car, Fife is next to Scotland's major motorway network. From south Fife, Edinburgh is just half an hour away and Glasgow just 45 minutes. From the north, Dundee can be reached in just 15 minutes. For longer trips you can reach both Glasgow and Edinburgh airports in under an hour.



Working with Fife Council

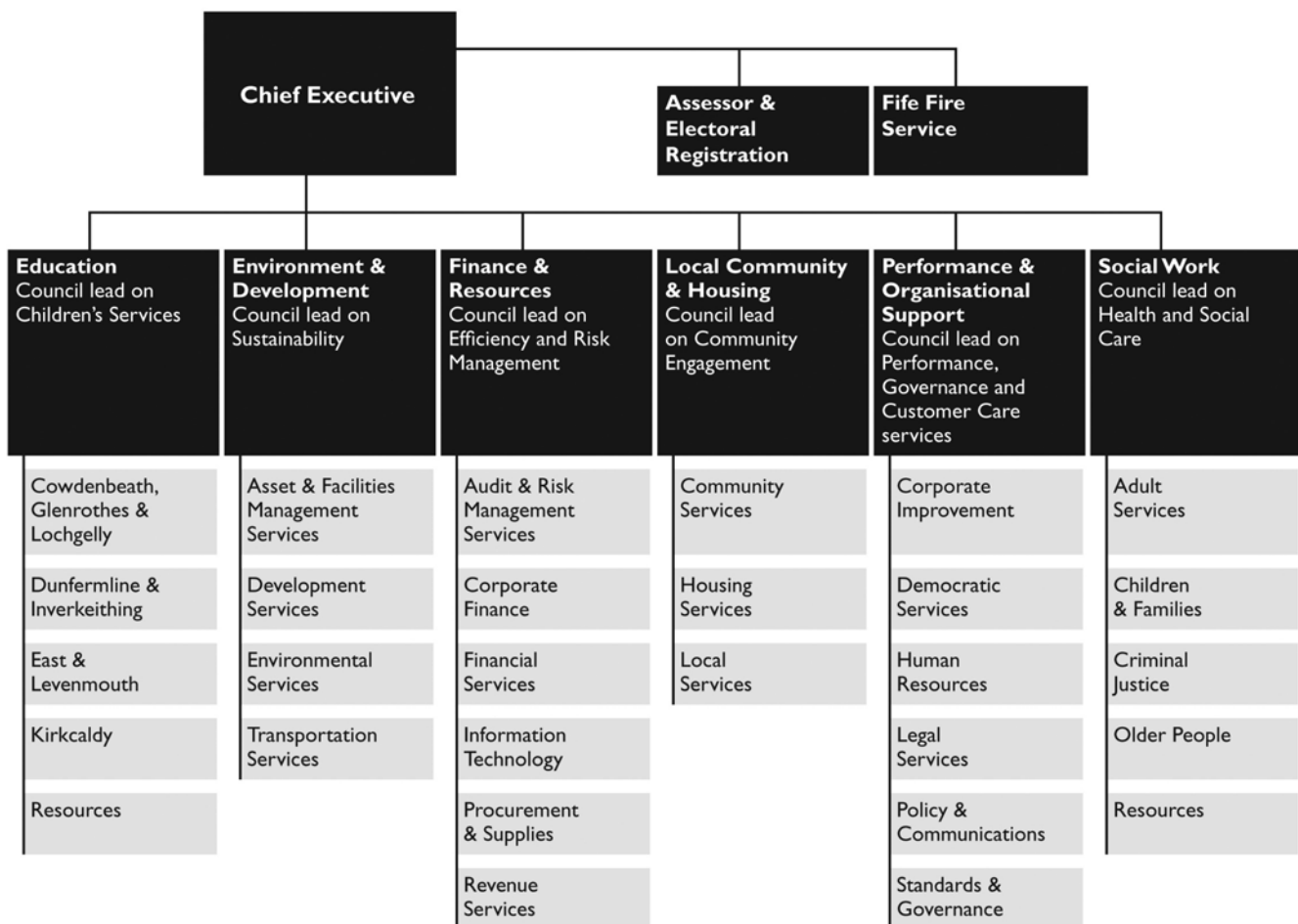
Fife Council is the third largest authority in Scotland. We are a team of over 22,000 people delivering more than 900 individual services to the people of Fife every year. Our services are organised into 17 major areas from social work, education and housing to transportation, environmental and support services. We are the largest employer in Fife and among the largest employers in the whole of Scotland.

Joining the Fife team will mean sharing our values. Together we believe in putting people, partnerships and performance top of the list and having the courage to turn our backs on rigid ways of working that no longer meet our customers demands or provide best value for the people of Fife. Giving and sharing responsibility, being open, accountable and responsive are all central to the way we work as employees. In return we offer excellent employment packages including a competitive salary, flexible working hours, generous holiday entitlements and a final salary pension scheme.

Innovation, creativity and a commitment to improvement are part of Fife's tradition. Fife Council believe in making the most of this by building on the skills of an exceptional workforce, investing in their development and creating new and flexible ways of working that are good for our customers, our employees, the Council and our collective aspirations.

Our Customer Charter is our agreement with the people of Fife about how we will work together with them to develop the services they want, where and when they want them. You can read it on the opposite page.

Fife Council Service Structure



Fife Council Customer Charter



Fife Council takes great pride in working hard to put you first by:

Making it easier to access our services

- providing clear information on the services we provide.
- providing a range of ways you can contact us.
- providing information and access to more services round-the-clock – all week and all year.
- providing accessible, safe and pleasant offices for you to visit

Giving you a more personal service

- providing a range of services that can help you with what's happening in your life.
- identifying ourselves when we talk to you or visit your home.
- listening carefully to what you say to us.
- being friendly, polite and efficient.
- providing an interpreter, signer, translation or alternative format whenever it's required
- welcoming your feedback and always responding if you ask us to.

Aiming to get it right – first time

- providing accurate and consistent information.
- completing straightforward enquiries the first time you contact us or explaining clearly any follow-up action.
- telling you when you can expect to hear from us again if that's necessary.

Delivering an efficient service

- making decisions as quickly as possible once we have all the information we need.
- providing different ways for you to contact us out-of-hours.
- avoiding unnecessary delays but if this happens explaining the reasons why and providing new timescales if we can.
- putting things right if we get them wrong.
- keeping you informed.

You can help us by:









- having the relevant documents and information to hand when you contact us
- keeping your appointments or contacting us early to re-arrange a better time. Someone else could benefit from that lost appointment.
- working with us - when you contact the Council you're contacting an individual who's human too! Please be patient and polite when you talk to us – it will be appreciated.

Fife Council – Vision, Priorities and Values

OUR VISION

The Council's leadership is extremely ambitious for Fife and its people. This ambition is reflected in the Council vision which is **to make Fife a great place to live, work and visit**. Underpinning this vision are 8 key priorities for the Council.

OUR PRIORITIES

	Improving educational attainment and achievement for all		Targeting support to vulnerable people
	Making Fife the leading green Council in Scotland		Increasing access to housing
	Improving Local Conditions for Economic Development		Improving sport, leisure and cultural opportunities
	Improving Community Safety		To be a top performing Council

OUR VALUES

People	Partnership	Performance
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DELIVERING OUR AIMS AND VALUES

People	Partnership	Performance
<ol style="list-style-type: none"> 1. Improve customer access and responsiveness 2. Develop Employees 3. Modernise employment 	<ol style="list-style-type: none"> 1. Improve partnership working and effectiveness 2. Build effective team working across services 3. Promote diversity and equality. 	<ol style="list-style-type: none"> 1. Develop our Best Value Framework 2. Improve Council-wide information and asset management 3. Improve use of evidence, sharing of best practice and feed back on performance. 4. Improve across all statutory performance indicators.