

DATA LABEL: PUBLIC



## **LIVINGSTON SOUTH LOCAL AREA COMMITTEE**

### **REPORT ON PROGRESS OF LOCAL REGENERATION PLANNING**

#### **REPORT BY HEAD OF PLANNING ECONOMIC DEVELOPMENT AND REGENERATION**

##### **A. PURPOSE OF REPORT**

The purpose of this report is to inform the Local Area Committee on locality planning within the ward.

##### **B. RECOMMENDATION**

It is recommended that the Local Area Committee notes:

1. The draft findings report of the Ladywell COVID 19 Community survey
2. The progress of the two local regeneration plans
3. The progress and development of actions.
4. Notes the update position of the Town Centre Funds 19/20 & 20/21

##### **C. SUMMARY OF IMPLICATIONS**

<b>I Council Values</b>	Focusing on our customers' needs. Being honest, open and accountable. Providing equality of opportunities. Making best use of our resources. Working in partnership.
<b>II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)</b>	Community regeneration reinforces the council's commitment to community planning at a local level.
<b>III Implications for Scheme of Delegations to Officers</b>	None.
<b>IV Impact on performance and performance Indicators</b>	Performance indicators relating to the activity within the plans are captured within the set of Regeneration key performance indicators.
<b>V Relevance to Single Outcome Agreement</b>	<ul style="list-style-type: none"><li>- We are better educated and have access to increased and better-quality learning and employment opportunities.</li><li>- We live in resilient, cohesive and safe communities.</li><li>- We live longer, healthier lives and have reduced health inequalities.</li><li>- We make the most efficient and effective use of resources by minimising our impact on the</li></ul>

built and natural environment.

<b>VI Resources - (Financial, Staffing and Property)</b>	Activities will be funded from existing budgets or external sources.
<b>VII Consideration at PDSP</b>	Annual updates on regeneration plans will be presented to the Community Planning Partnership board.
<b>VIII Other consultations</b>	None.

## **D. TERMS OF REPORT**

### **D1 Background**

The report updates the committee on the work of the Community Planning and Regeneration Team and its partners to support communities in Livingston South with a particular focus on Dedridge and Ladywell, two of 13 areas covered by the local plans required by the Scottish Government as part of their Community Empowerment approach and reported through the Community Planning Partnership.

These areas were identified as priority areas due to being within the bottom 20% of data zones in the Scottish Index of Multiple Deprivation. The first version of the plan was presented to members in November 2018 following extensive community consultation and development and development by the Dedridge and Ladywell Regeneration Groups.

The plans are developed and updated by community representatives and services on the Dedridge and Ladywell Regeneration Groups.

### **D2 Progress of the plan**

The regeneration plans for Ladywell and Dedridge are now live working documents.

The priorities in the regeneration plan reflect the data collected from the community engagement consultation, statistical data from Scotpho and SIMD and mapping services and organisations. The community's priorities link into the overarching priorities but have been kept separate to enable community to find updates on actions raised by them.

Further work is looking to link the local overarching priorities in both plans to key strategic plans, in particular the Local Outcome Improvement Plan, as required.

As this plan is a 'live' document, priorities will be reviewed as social, economic and policy factors change and, for example, future engagement exercises identify new concerns or opportunities. Sub-groups have been created which is involving a range of services and residents in developing activity.

COVID-19 had halted much progress to the plan as organisations and services priorities changed to adapt to the current pandemic. As a result, the Regeneration Teams focus shifted to help organise and coordinate local communities support systems and activity.

#### **Dedridge**

The Dedridge Regeneration Group meet monthly virtually through zoom. Membership is increasing weekly between the main zoom meetings, the social

media page and the community led active private messenger page where the members assign tasks and organise. This quarter they have been focusing on:

- Fine tuning their social media page with hashtags which will ease users to find topics of interest. For example, job vacancies, posting A2E weekly vacancy bulletins, support, lost dogs/pets, litterpicking
- Promotional branding poster competition is now complete. The groups are working through the GDPR issues with the rebranding competition before it goes out to the public
- Looking at governance structures for themselves as a community led group
- 3 members of the group have put themselves forward to be co-elected onto the community council
- A Jamboard online tool has been developed for all to add to the plan digitally as it develops – this is a live online working document
- Almond housing and Community Regeneration working collaboratively were successful with two Connecting Scotland funding awards to enable those that are unable to undertake daily business within the digital world through affordability issues through not have a suitable device or reliable internet the opportunity to acquire a digital device, MIFI or both. The award offers households to have an up to date device and where required 24 months MIFI.
- Two digital community champions have now undergone SCVO digital training to support the delivery, set up and support the recipients of the connecting Scotland programme.
- The bins audit has been printed for community to walk through, familiarise themselves with and update as appropriate
- Dog fouling - looking at different methods that community can undertake to get the message across within communities. Linking with WLC Cleaner communities to look at stencilling and signage in key areas
- 63 Litterpick undertaken - 331.5 Hrs volunteering. 189 Volunteers litterpicking and 339 Bags of rubbish gathered (this is not including larger items).
- Investigating areas within the streets and spaces that could be planted up – the group have approached the health centre on the raised bed at the front of the building. The practice manager is investigating this further through their networks and will feedback to the group.
- Bankton PS P7 pupils have designed posters as part of their John Muir award that will be displayed on the Lanthorn windows and within their social media site for promoting events on litterpick or campaigns on dog fouling
- The group have been in touch with Livingston Round Table to see if they would like to improve the wave pond area
- Research is underway into the feasibility of a cycle training ground at the West Lothian Bike lending library
- Clearance work has been undertaken around the Dedridge burn to improve flooding issues
- The police have been in contact with the group and are looking at pulling together promotional material that can be distributed through the group
- The skatepark group arts project has been delayed due to the COVID-19 restrictions but now restarting. The final exhibition to be shown at Howden park Centre has now been
- CLD youth services Young people's drop in – This project has come about through the Centre Engagement group the Dedridge findings report and through CLD YP own engagement process. This space is designed to offer young people their own informal space to meet up, access IT equipment, socialise, learn, access information as well as offer Healthy Respect, employability support and mental health and wellbeing groups with the support of CLD staff and volunteers. The project is currently going through

the planning process for change of use.

- CLD Youth Services have opened 'The Hatch' at Crofthead CEC. A Young peoples sexual health service which runs every Monday 3-5pm and offers young people aged 13+ free condoms, take home pregnancy tests, STI testing kits, advice and signposting info.

## **Ladywell**

The Ladywell Regeneration Group have been meeting monthly virtually through zoom. To date they have been working on the following;

- The regeneration officer is adding maps within the body of the Ladywell bins audit as there is some concern that some areas have been missed and some bins have been moved
- As well as individual litterpicking continuing Ladywell Neighbourhood Network are organising community litter picks. This quarter 42 local residents have 9 community litter picks collecting 75 full bags of rubbish along with an assortment of fly tipping that has been reported into the cleaner community's team.
- a draft finding report from the community survey has been agreed and the group are working on updating the priorities within the local plan to align with the new emerging landscape as a result of the COVID-19 pandemic. appendix1
- a virtual planning board has been set up through Jamboard for developing the plan
- The Town Centre funded Ladywell community garden has now had planning granted. The Community Council are now working through the next stages of the project
- Almond Housing and Community Regeneration working collaboratively were successful with two Connecting Scotland funding awards to enable those that are unable to undertake daily business within the digital world through affordability issues of either not have a suitable device or reliable internet the opportunity to acquire a digital device, MIFI or both. The award offers households to have an up to date device and where required 24 months MIFI. To date 6 devices have been distributed to 3 Families and 3 iPads to older people /those with disability. Within the wider digital inclusion project, Almond HA and Reusing IT have sourced and provided 20 refurbished devices which have gone out to residents, 12 of which have been distributed to families
- 2 local residents have undergone SCVO/connecting Scotland digital champions training. The Ladywell digital champions are supporting the delivery and set up of devices to those elderly/disabled and form large families that are unable to afford Wi-Fi or devices. To date six devices have been delivered and households supported with set up.

**D3**

## **Updates from services and organisations**

### **Ladywell Community Fridge**

Figures for Ladywell community fridge period January – March include 507 households (1,484 individuals) were supported with food, pet food, toiletries and meals. All users are signposting to appropriate services where required particularly the Anti-Poverty Service.

### **Ladywell Neighbourhood Network**

The Network and wider sister local Facebook page are still supporting those

shielding, vulnerable and self-isolating with shopping, prescriptions, dog walking, befriending activities and signposting. Recent additional funding from the West Lothian food network Community meals are continuing to be delivered twice weekly to 28 individuals, working in partnership with West Calder Development trust until September 2021

The Ladywell Neighbourhood Network now have a full diary of activities which includes a gradual move from virtual to physical with the options of blended activities for those that require a physical presence and those that are enjoying the virtual world. To increase membership and for those that have fallen by the way through the pandemic, The Network are working on a mail drop to show them what is available.

The Ladywell Neighbourhood Network digital activities include;

- **Mindfulness** - an on-line session that is used to reduce pain, overcome anxiety, those suffering from depression and those who are simply struggling to get through each day. This has been enabled through recent successful Almond housing community soup funding
- **Chat Lounge** – which is open to all ages and is the space for individuals who are feeling isolated and lonely the chance to meet new friends and catch up over a cuppa
- **Helping Hands** – is there regular knitting and crocheting group who create hats for St Johns premature babies and hats and scarfs for the homeless.
- **Sharing the burden** – a new online support group for those with specific health problems like B12 deficiency, multiple sclerosis, diabetes or any other long-term condition where people can support each other, learn more about their condition and what works to help them manage their condition and get the most out of their life
- **Chat tea crafters** – a online space where crafters of differing crafts are welcome to share their crafts, techniques and learn new or improve skills in chosen crafts
- **Fabric friends** - presently making masks for the West Lothian School Bank and other organisations that support our more vulnerable members within the community
- **Happy Snappers** – the networks on line digital photography group for those looking to learn more of how to use and get the best use of their camera
- **Foodie Friday** – where the network are building up a bank of tried and tested recipes. The community suggest their favourite recipes. The recipes are then shared on the LNN and neighbour Ladywell Elburn FB sister page for the community to try. The idea is to create a tried and tested Ladywell community recipe book

The Networks physical groups include;

- **Fit2Live** – a weight management group which includes meal ideas, fitness ideas and healthy eating.
- **Board Buddies** – a group for men to enjoy a variety of board games, catch up and meet new friends
- **Book Club** – This is a club for those interested in reading and sharing information on the books they have enjoyed and is open to electronic readers as well as paper books alike
- **Night owls** – this has come about through the pandemic and a need for more evening activity to reduce isolation and loneliness – individuals are encouraged to bring along a craft whilst they chat
- **Drop In Session** – for those who simply want to chat to others, have a catch up with what is happening in the network or wider community.

### **Update SG Town centre Fund 19-02 & 20/21**

Projects to date have all be contracted out within the given deadline of 31<sup>st</sup> March 2021. Officers are working with project awardees and council services to ensure that projects are completed by 30th September deadline. A further Town Centre LAC report will be presented at the August local Area Committee

## **E. CONCLUSION**

Ladywell and Dedridge regeneration plans are live with community members actively involved in the process. Partners are providing vital information and linking in with all work in the area. The plans are developing a very active community led approach, working to a co-productive and community capacity building approach to developing the plan.

A further update on progress will be presented to the next Local Area Committee.

## **F. BACKGROUND REFERENCES**

Community Planning Partnership Board, November 2016

<http://coins.westlothian.gov.uk/coins/viewSelectedDocument.asp?c=P62AFQZL0GZ32UZ3>

Council Executive, June 2019

<https://coins.westlothian.gov.uk/coins/submissiondocuments.asp?submissionid=42684>

## **Appendices**

Appendix 1 Ladywell draft findings report

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13 May 2021.

# LADYWELL

## Community Survey Findings Report

February 2021



produced by ladywell regeneration group

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## Background to the survey

This findings report had been commissioned by Ladywell Regeneration group. Ladywell Regeneration Group is the local community-led action group that is supported by the local services and organisations to help make a difference in Ladywell.

In light of the COVID-19 pandemic, Ladywell Regeneration group wanted to hear how COVID 19 and its impacts have affected residents, neighbours and community. This findings report gives us and insight into the affects the COVID 19 pandemic has had on our community.

This information gathered helps inform us as individuals, family and community, of what the issues are currently, the positives that some have experienced and the community's ideas on how we can move forward positively through this pandemic.

This finding report and the resulting action plan, (which will develop from the findings) will update the local Ladywell Regeneration plan '*our ladywell, our future*'.

The actions and work generated through the local plan report back to the Ladywell Regeneration group and through the Livingston South Local Area Committee

The anonymised results of this survey will be shared with the Ladywell Regeneration group, local organisations, services, third sector and businesses. This findings report can also help support local organisations and services adapt their service plans and be utilised as a tool when applying for funding.

The survey was completed 153 individuals who lives, learns, works, volunteers, plays and/or does business in Ladywell.

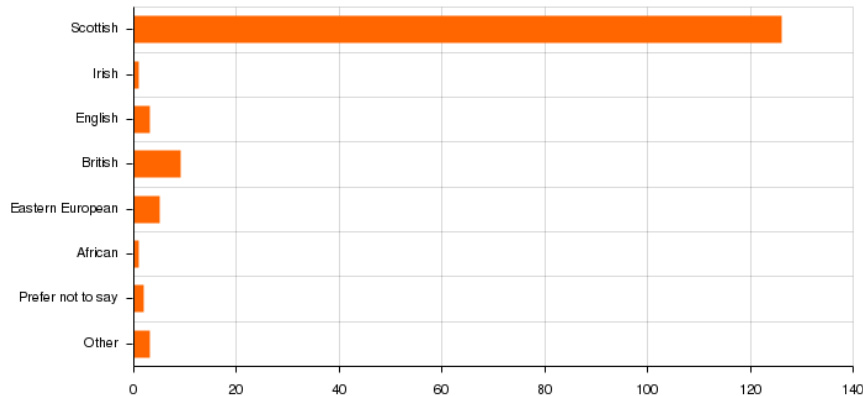
If you want to find out more about the work of the Ladywell Regeneration Group please contact:

Lesley Keirnan, Community Regeneration Officer at [lesley.keirnan@westlothian.gov.uk](mailto:lesley.keirnan@westlothian.gov.uk)

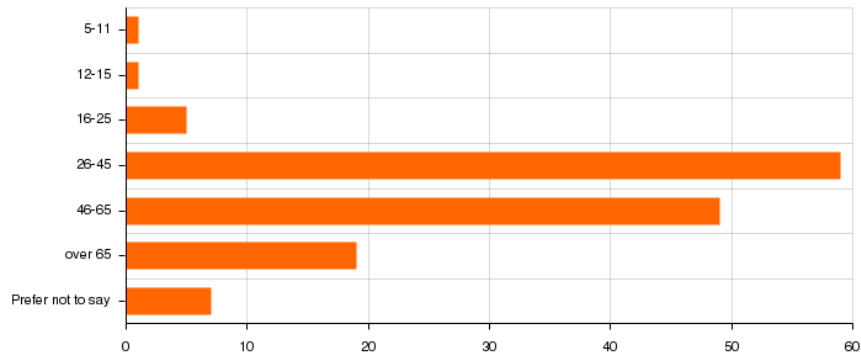


# Breakdown of demographics of participants

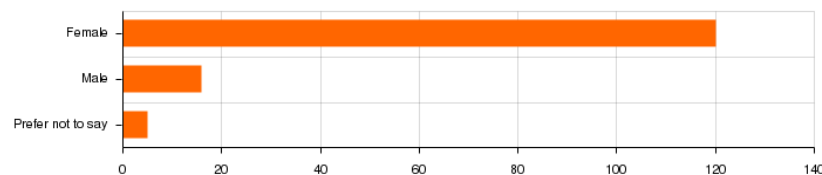
Identity of 141 participants that completed this question



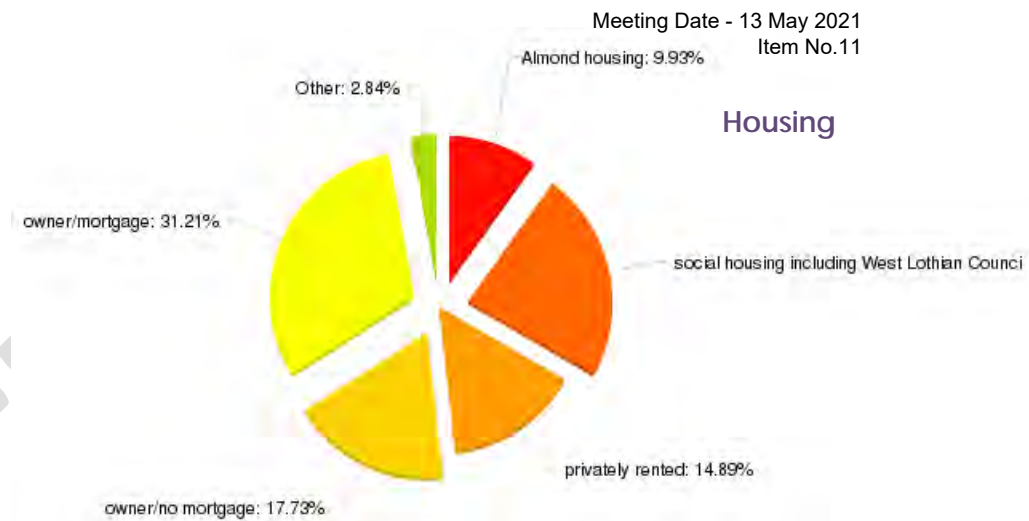
Age range of 141 participants that completed this question



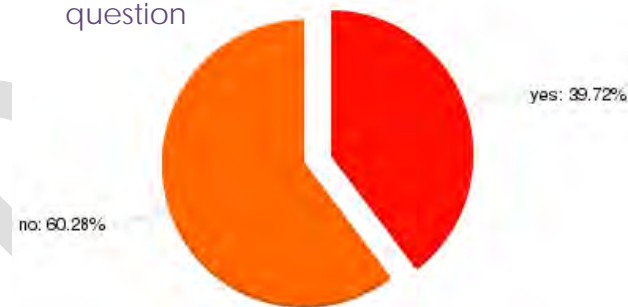
gender of 141 participants that completed this question



## Housing



The number of people that identify with having someone in the household with a disability (physical, mental, emotional) from 141 participants that completed this question



The number of people that identify with having someone in the household with mental health issues from 141 participants that completed this question

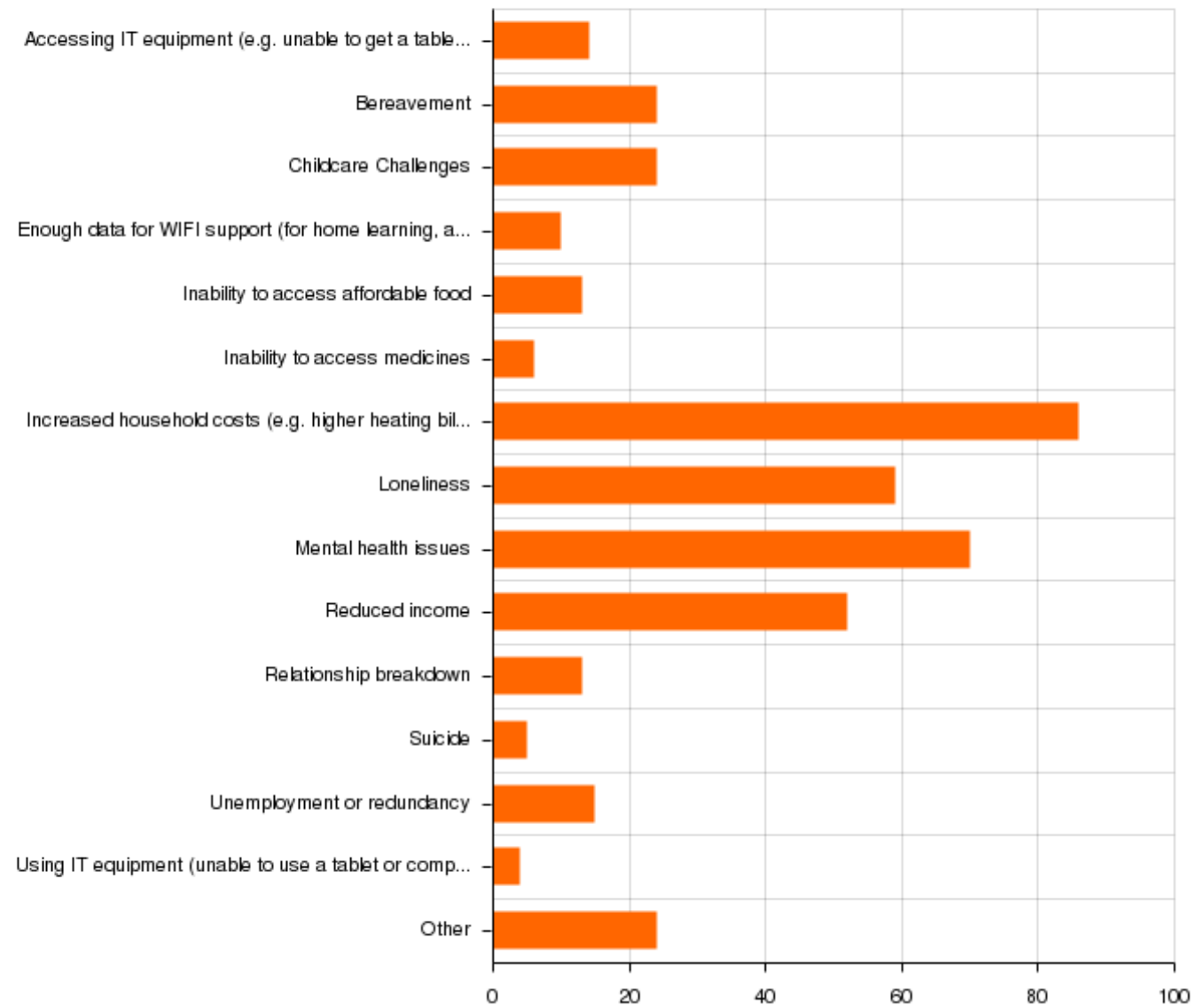


From the 138 responses that left postcodes we are able to determine that 1.53% of the Ladywell population undertook this survey. Of this 26%-live within the bottom 20% SIMD (Scottish Index of deprivation) areas

Of the 153 total responses 38 have said they would like to be kept updated and informed of which 31 are new to the regeneration group

## What are the issues that have affected you or your household throughout this pandemic?

*(Responses from 153 participants that contributed to this question)*



### Additional comments include:

- Not being able to have Family and Friends come in, not being able to have the whole Family in for a party. Not being able to show your respect to Family and Friends who have passed away, Not being able to support Family and Friends through their hard times. Hearing of Family, Friends and People around have hard times. Not getting to go on holiday with all the Family. Not being able to go to work and knowing your work mates work extra. Not being able to help of with the Elderberries.
- Increased dog walkers and dog poo, Environmental issues during daily exercise
- Inability to continue with organised course or events as before.
- Acute illness, Delayed medical care, Off sick for a long time
- No family support with new born baby
- As a front-line worker who was patient facing, one as worried I could bring the virus home to my family.
- Struggling to keep small children busy while working from home in a full-time job. Children are frustrated as they can't go to school.
- Not ben able to walk due to ungritted paths
- no club, no volunteering.
- Insecurity
- A increasing Lack of enthusiasm and energy from teenage kids.
- Having to get used to working from home.
- Anxiety watching neighbours break the rules
- Being a key worker
- Not seeing family, Missing the grandkids, Being distant from family in other council areas
- Vulnerable people being asked to travel miles for vaccinations out with their local authority, some of which don't drive or are not confident enough to drive to the areas given. Others having to use public transport to get there increasing their risk of catching the virus
- No issues as work in retail and it's business as usual

## Can you tell us more about how the key issues, fears and challenges have affected your household throughout the pandemic? *(responses from 112 participants that contributed to this question)*

### Financial support/loss of income

- Partner self-employed and shop had to be closed for months and now reduced income as less customers due to no tourism trade.
- Job insecurity, lack of clear guidance from authorities.
- Working in the Hospitality sector was once deemed the safest job available but in under a year we've made redundancy, had to take a lower position and reduced hours with another company which meant initially furlough wasn't available to us
- Worried about losing my new job because I became so unwell. Then my husband was furloughed. I became extremely anxious and was worrying about finances and a combination of everything left me suffering from depression.
- Reduced wages
- Less income to support bills
- Two redundancies and giving birth during lockdown. Loneliness and no support
- Got made redundant as work shut down
- Job insecurity income lose unable to get benefits to help
- Job insecurity
- Income, job insecurity, anxiety, boredom
- Pay affected by isolating no government help
- I'm newly self-employed and couldn't work for 4 months as I didn't have 3 years of tax returns and didn't qualify for any of the government grants. Insecurity is an understatement, I suffered from a lot of anxiety due to this, and have accumulated a lot of debt as I had very little income for months.
- Like many others, not being able to work self-employed. Having to rely on benefits.

- I have anxiety-based depression which has greatly increased through Covid. I live on my own and lost my job last year through ill health. This means my income has reduced and my health issues have worsened
- jobs insecurity, income,
- My income has reduced. I am a slimming world consultant and been unable to work from my venue when we are in tier 4. Also, many people cannot come due to their income reduced because of the pandemic. In turn this has affected my mental health too because I have not been able to socialise or see people due to lockdown.
- Redundancy for my eldest son. No income for myself (self-employed).

### Home learning

- Home learning was a challenge as no laptop or that for my wee one to access school stuff. Extreme anxiety and fear of COVID, fear of not seeing family.
- Home learning was a nightmare as, I couldn't help my kids as much as I wanted to, their work was very confusing and the software was hard to access.
- Difficulty editing and completing work at home from the school
- Home learning with 2 teenagers, hard to keep them engaged etc
- Home learning, fear of infection, worry about logistics in terms of isolation. Brexit.
- Home learning was difficult for my son as he was used to getting help from school on a daily basis,
- Home Learning has been a challenge. The platform used by the schools seem to struggle to work. Internet not the best either. All household Bills have gone up heating, food bill and use of electricity. My own anxiety and stress level have increased.
- I found the home learning very stressful as my 13 yr. old didn't seem to want to engage with it. We had more arguments over maths than we did anything else. Waiting on a teacher to get back to us over an academic issue was frustrating & we were often stuck waiting on work coming through on teams. IT issues with Microsoft teams & accessing specific lessons was difficult on occasion. Near the end of lockdown, the communication between us & teachers improved & they were more accessible. Still issues with teams!

- Sons education and his socialising skills
- Coping with home learning while my husband and I work from home has been challenging.
- My teenager has become nocturnal, so keeping track of his studying and keeping tabs on his mental health has been difficult.
- Home learning was tough as had to combine this with work.
- Unable to know if high school child is/completing the online work for school. Just hope the school would get in touch if not enough engagement.
- Didn't find the online teaching easy to navigate.
- Being a single parent to 4 kids expected to home school
- I worry my children will be very far behind but happy they are safe.
- Home learning is hard when you have multiple children at different levels,
- Home schooling using 3 devices at the same time. This effects the WIFI.
- Home schooling is a challenge
- Home schooling with 2 kids the ADHD
- Home learning causes severe stress in the household.
- It's hard to do the home schooling when your child need help and you haven't got a clue on what to do.
- Home learning the kids are not getting enough support or able to complete certain subjects to the best of their ability as they don't have the tools or able to fulfil certain aspects of subjects because they need the practical side
- Struggling to motivate my youngest son to take part in home learning.
- my kids need proper learning 2 kids on my own my self has dyslexia and my son with no help

### Employability

- Future Employment for Youth
- We fear there will be no jobs left for mature adults.
- Stress about job security after furlough.

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### Household costs

- Increased heating costs in part due to the home being built from materials that mean insulation is too expensive for homeowners.
- With reduced income has now made us have debt as all bills increased over lockdown.
- Increased heating prices. Over 50% more a month.
- We are both key workers so job security is not a worry but I have been working from home since March so the bills have gone up quite a bit
- We are on lockdown I have asthma can't get help with money myself and husband only have 900 pound per month to live on no help with rent council tax nothing we are struggling but trying to keep our heads afloat with family helping
- Working from home. There is never any mention about home workers in media, from government or local authorities on how it impacts us. There is risk of loneliness, no 'time off' for furlough, no financial recompense for increases household bills because of increased use of electricity, gas, phone, etc.
- Working fully from home, increased costs for heating
- I'm not seeing a way out of mounting bills and decreasing wages and it's making me ill!

### Isolation/loneliness

- Working from home and the inability to see family has left me feeling isolated and missing interactions with others (that aren't through a screen).
- Isolation. Part of a close-knit family. Very hard not having contact. Definitely a vaccine. Wish some people would abide by the rules.
- Being isolated and not meeting anyone or able to go to groups in person, higher heating bills as in the house all day.



- I miss my friends from Heather bank
- Home working isolation
- I felt so isolated from my family as I work in Red COVID ICU and worried constantly about making my family or anyone sick with COVID.
- 2 x Isolation
- Isolation is a big problem for some and the Council have not made it easy during the bad weather for people who are on their own like myself to get out for a walk. Our grit bin was removed some time ago and was never replaced. I accept that keeping paths and roads clear is a massive job but the Council need to do more.
- I live alone and am so lonely! I previously had groups I could go to every day and I have been shielding since March and see no one apart from my daughter. I miss my family and friends so much. I have always had episodes of depression but never as bad as this and I can't get antidepressants because of the other medication I take for chronic autoimmune conditions.
- Isolated from family and friends
- My children who are 17 and 18 have struggled due to lack of socialisation and they already had mental Health issues. One son now finds it difficult to talk to anyone and rarely leaves his room or the house. He wants a job or education but struggles to communicate. My other son experiences loneliness.
- We feel isolated when children live in other towns.
- Isolation. Loss of friends and helping in the community. meetings etc.
- Just not having family around, especially my kids, when not working my head goes into overtime & overthinking. Feel unmotivated at times. Seeing the same four walls can get me down.
- I am a very social person and like interacting with other people. I really miss Elderberries club which was held in Forestbank Community Centre.
- Mental health is probably the biggest, thankfully I'm still in work and have an income so none of that is a concern. Loneliness from not seeing family and friends as regularly.
- Isolation from friends and meeting up with them at social times, such as Elderberries or similar Clubs.

- Not being able to see family can be hard on mental health
- Isolation and loneliness (single parent).
- Lived alone for most of lockdown, online chats with family just didn't cover it.

### WIFI connectivity/resources/skills

- WIFI accessibility. Hopeless with technology
- Having to do online shopping
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### Guidance and legislation

- People not sticking to the guidelines especially in shops which have a face covering rule and 2 meter distance rule.
- Also, some people ignoring the stay at home message.
- Worry about the spread of COVID and the relaxed attitude of Centre shops / ie opening when non-essential.
- i am fed up with the lockdown if people would just stick to the rules we could get back to some sort of normal i miss my clubs and bus trips with Heather bank
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### Health related

- I was diagnosed with cancer in June 2019, stem cell transplant in Jan 2020 followed by infections and a long recovery period.
- Increased waiting lists for medical appointments.
- I have been unable to get my Mirena coil removed. I have been trying to get an appointment since march.
- Doctors not seeing patients and expecting a telephone call to be sufficient

- I've had COVID twice now in 10 months and have problems accessing proper help. My anxiety is through the roof. Everyone in the house has low mood and cabin fever although we know the reasons for the lock down but others don't care and are going about like nothing is happening i.e. thinking it's a hoax or conspiracy.
- My partner has dementia and we feel he has just been left to get on with it no support his memory loss has been very quickly downhill since last march
- Depression
- I suffer mental health issues not being able to work due to no childcare, and not allowed to see family and friends has made it worse
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### Stress, anxiety, challenging, fear

- No family to help, severe illness, not COVID. fear of losing husband and not being with him. or he does not get the right medical treatment .support groups
- I do worry about the Grandchildren with their Education, School and College and how it is affecting them all socially.
- Covid then hit and restricted my ability to get outside. The fear and being classed as high risk left me extremely anxious and isolated.
- Living with a Fear of going out of the house in case of infection. Dressed and anxious. Loss of community groups meeting which has increased isolation.
- My mental health has been up and down. I have anxiety already and I've experienced tension headaches and sleep disruption.
- I worry about how I will cope with crowds and being physically close to people when this is over.
- Anxiety from being in the house too long. Worried about family members who live further away.
- Anxiety levels have increased, especially with having young children/ newborn..
- 3 x Anxiety

- As a nursing home worker my stresses were related to safety at work and the fear of bringing covid-19 home. My partner was made redundant which put added pressure on myself to provide for the household
- Anxiety, isolation and worry about my elderly mum who was in hospital for 5 weeks with COVID
- Anxiety about getting shopping and medications. Isolation and loneliness leading to increased depression. Missing my family and unable to support them as I normally do.
- More worried having to go into work.
- Fear, anxiety and anger watching neighbours constantly break lock down restrictions
- Severe anxiety of being challenged for not wearing a mask due to exemption.
- Work in a care home and its hellish. Feel i want to help neighbours etc but it's too risky. I get tested every week and thankfully I'm negative. It's the fear of passing anything on or me catching anything. Feel horrible not helping more. Can even go and visit mother or friend's family just in case.
- Fear and anxiety about getting this virus.
- Increased anxiety and depression, fear of going out even to get essential shopping, inability to meet with friends and family, worrying about putting food on the table, trying to eat healthily
- Healthcare worker anxiety about bringing covid home to my family or getting it
- Stressing about keeping the kids motivated
- Just a fear of the unknown. Pandemic escalations. Loss of friends and family.
- Mental health has worsened. Stress increased.
- My brother's mental health suffered big time
- Just feeling generally anxious about the whole situation and when we will get back to normal
- The constant insecurity about what's to come, what to prepare for. Childcare issues and not seeing family for now over a year.
- Instability
- Anxiety and depression

- I suffer from anxiety at the best of times but this has got worse over the pandemic and work had taken a hit which isn't good when your self-employed. My daughter has also gone to stay at her dad's as he is better for doing the home schooling do feel as if I have let her down with all that

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## Routines

- The isolation has been Hard As well as the trying to find a firm routine with 4 children all at different learning stages and 1 with additional needs has been quite a pressure
- I'm worried how to balance home schooling while working full time, I'm worried that I may lose my job as I did in the first lockdown
- Income was an initial worry, as was home learning while also working full time in a stressful professional position
- We have coped with the lockdown pretty well. Monday to Friday is a School day. We break for walks. I think it's brought us closer as a family.
- My husband and I are not classed as key workers, but we still have to work. My daughter is 13 which is okay but my son is only 8.
- Being a keyworker but not being able to send my children to school during lockdown periods as my husband is not a keyworker. This has added to an already stressful time at work.
- It is having an impact on my son who has autism which impacts on my working hours, I'm a frontline worker.
- I have accepted that all I can do is keep myself safe and in that way keep others safe. Although I live on my own I am not lonely as I keep in touch with family and friends regularly. Eating healthy food and moving, walking either indoor or out, daily.

- 

## Support

- community fridge is too embarrassing to use with everyone knowing your business

- Teenage son found leaving school and waiting on higher results then having to appeal. He got into Edinburgh was all online and pre-recorded lectures, isolation and new to uni and struggled with workload he attempted suicide and now recovering from broken bones in neck, back head fractures but medical appointments since COVID either cancelled or phone appointments which is not great for a fracture clinic. So I have financial worries, anxiety about my son. No help from camhs he been discharged after 2 appointments.
- My hubby has dementia, his age and C.O.P.D makes him very vulnerable. Stimulation is just about impossible and on a daily basis I'm starting to toil. I feel my temper starting to rise at times. It's just the fact I can't have an escape from it. I can't have a wee bit of me time. Sounds selfish when I say it.
- Getting access to things when I'm isolating is difficult. We have been getting donations from Knightsridge community centre.
- Food bank only helps people that work apparently... strange.
- Being on maternity leave has been hard as it's all day on my own with two children all day with nowhere to take them and nobody to help.
- I fall into the vulnerable category and I really struggle mentally with leaving the house for shopping and collecting prescriptions. I am so worried about getting COVID-19 and how that would affect my health

## Relationships

- impacts of 3 adults home working for almost a year now.
- Falling out with friends and family about with is and isn't right apparently during COVID.
- I feel like we are living through a war, everyone is affected and we're all snapping at each other through worry and stress, it's awful! I'm a worrier at the best of times but this has it increased a thousand percent!
- 

## Bereavement

- Losing family members and not being able to console each other or have close contact with family allowing the grieving process to work properly
- 

### Other

- We have been very lucky, everyone was on Furlough, and all went back to work, except me, I only started last week.
- We also had our Caravan so was there most of the summer.
- I have Family living with me and child care for my Grandchildren and I know how lonely it gets so I do worry about the elderly and the youngsters being isolated at this time.
- I prefer the new way of working from home and as a key worker my job is secure. I'm active online in many groups so not isolated.
- It has been good to keep in contact with folk/groups via Zoom
- We are very fortunate and self-reliant
- The space to work at home was a challenge, but we've been back at work since August and all is ok.
- Concerns about younger people's mental health with limited socialising or exercise.
- During lockdown he missed going to the gym and seeing his friends, and he feels very let down with how the govt mismanaged the exams result fiasco and now the cancellations of Highers.
- My pre-schooler found settling in to nursery incredibly difficult with only a couple of visits before she started. Obviously I couldn't go in to nursery to settle her which was distressing for all of us.
- Home learning,
- I'm a newly qualified nurse, all of the above has affected my household.
- First lockdown we were fine, this one I got Covid from St. John's.
- Met lovely new friends and loved all the functions that was organised.
- Like everyone missing hugs from grandchildren I am a pensioner but still worked as a swimming teacher 4 hours a week so miss everyone and hoping to be able to carry on doing it, I am employed by Lothian

council. I do miss that wee bit extra income but mostly miss the adults I teach and helped me with my mental health.

- People meeting in shop to have a catch up
- Not being able to go to work as a cleaner in older people's homes, some younger clients no longer able to afford my services. Have had enough financial support from the government though.



## Can you tell us what you think will make things better for yourself, your family, neighbours or community throughout this COVID pandemic? *(responses from 103 participants that contributed to this question)*

### Support needed

- To access to cheap healthy food.
- Food costs are up and hard to eat healthy
- Support groups for children and group activities online
- Support groups.
- Mental health support.
- Easier access to counselling. Befriending phone calls
- I also think having support groups (via zoom) where people can voice their fears and worries and maybe not feel so alone and isolated.
- Support groups especially a need for people's mental health. There are not enough groups for all ages regarding this issue.
- What would help cannot be done during this pandemic. Maybe ideas for my hubby. He cant do anything physical, only reads on rare occasions, I did get him to pick up word search the other day and he done that for some time. 99% of the day is watching the telly.
- Online support groups
- Support, groups,
- Getting more mental health experience
- Support groups and other people to talk to if going through the same issues.
- More care for our elderly residents
- Support groups. Elderly residents being informed of available help as they may not have social media access.
- time slot for people to attend
- Get a support group - nothing

- Something to help mental health
- Support groups,
- Support groups. Baby groups.
- Would be good if there was more support, single parents and been isolated
- Being able to see and speak to people face to face!
- Single parent group to socialise with other people

## Activities

- Community groups help with isolation for older people but for younger there is not much to connect them to the community.
- I'm lucky enough to have my daughter and her partner who run the group Kick Mental Health if I need anything
- Mother and toddler groups for isolated parents.
- More outside activities to do
- Activities
- Online quizzes, online bingo, free magazines or activities delivered, especially for the older generations
- online activities.
- Maybe some advice of activities still available
- Outdoor activities
- being able to exercise safely.
- have exercise groups,
- During lockdown there is a limit to what can be done. Online groups.
- activities
- Activities for teenagers who don't have clubs...some voluntary work for them even.
- Activities, public recreational facilities,
- There was a few activities he attended before COVID put a stop to it

- I was in a group the Elderberries at Forestbank community centre which was great so obviously missing everyone.
- Groups and activities. Getting very lazy.
- Clearer and better communication between groups and sharing of activities, support available.
- Access to groups,
- Groups to communicate
- being able to talk to other people,
- I'm not sure as some people work, so activities can't always be at the same time to meet people's busy lives.

### Benefits money worries/ support

- income support
- A reduction in bills due to increased electricity and gas ..
- Access for homeowners to get some of the services offered to council properties for improving the energy efficiency of their homes such as insulation - understandably this may need to be paid for by homeowners but a list of key suppliers with agreed discounts would be helpful. Our heating bills have more than doubled with us working from home and if the house was better insulated I don't think this would happen.
- Benefits and support groups are an essential during this time.
- Support income
- Perhaps a local support network with information to help with accessing benefits as we've never had to use these services before.
- Benefits
- If we could understand if we were due any benefits or any help what so ever would be wonderful
- Increased benefits payments for people that are now on benefits that haven't been on them before like myself.
- Something to make it easier to access fresh good priced produce! Old shop vans and would be good.
- More money and, was worry!

- Don't just give benefits to some there are people who are still working but earning less than they would normally are now struggling because they are not entitled to help because they don't claim benefits
- Our small businesses are also suffering greatly causing widespread issues with their staff
- Clear understanding of where to go for help for either benefits or mental health. It seems people are having to fight to get benefits they are entitled to. If you don't know what to ask for you don't get it.

### Better WIFI/IT Resources

- Being aware of ways to connect with others via IT.
- Better WiFi in the area.
- Better home wifi as virgin media have been useless in addressing our connection issues. But then who to change to that gives a better service? Don't want to be left with no service as it the only way to communicate with friends and family while we can't visit in person.
- Accessibility to ie loans of tablets and WiFi for those folk isolated on their own would be a great idea to prevent worsening of their mental health. They could join zoom rooms specifically set up for a chat with other locals in the same position.
- Ann has showed us how to do groups by zoom so I am learning to do it myself
- Maybe some neighbours who don't have access to the internet would appreciate a newsletter through the door. Dedridge used to one called the Grapevine.
- WiFi accessibility
- is trying to keep girls on board with zoom calls but again it is not all girls who can or want to join.
- Access to shopping safely, availability of online shopping slots.

### Home learning

- maybe more support for school kids with school work
- Home learning supported by daily teams talk with kids
- Not sure what can be done. I do believe my son from secondary school has just been left to get on with it. Limited contact from school. Maybe something that would support the older children.

- Schools to be back or a choice of what kind of home schooling a parent can manage
- Any help for young children who don't have access to the equipment for learning.
- Home schooling is taking up all my time

### Seeing family and friends

- I think it would be easier if I was allowed to go to another person's house. Only single people / single parents can go to another house and form an extended bubble, but as we are a couple we can't, however as husband is working I am spending all day on my own, so I think it would have helped if we could also have had an extended bubble, which would have stopped me being lonely during the day, would have helped with childcare and given me as a new mum time to heal and rest.
- Being able to have our social bubbles back would help greatly
- My family are doing ok.
- Currently I do not feel I need any assistance to improve things, I would like to see my family but they live abroad so that's not possible or something the community can help with.
- Being able to support my family and see them regularly.
- Visiting family,

### Vaccines/lockdown/restrictions/guidance

- A complete nationwide total lockdown, for 1 whole month.
- Policed very heavily so we can get rid of this once and for all!
- If people followed the rules would be a good start.
- If people would follow government guidelines and actually stayed at home instead of going to their friends or relatives' houses, maybe we could get on top of the virus and get back to normality quicker.
- Roll out of vaccine.
- It would be good if super markets could enforce social distancing and people hand sanitising and one-way systems as a lot of people are not doing it and it is a worry.
- If people follow the guidelines

- If everyone stuck to the rules.
- Should be wearing masks unless medically exempt....e.g. letter from GP. Not just I've got a bit of asthma so can't wear one 🙄
- Neighbours sticking to lockdown rules.

### Community kindness/support/community

- We have got to know some of our neighbours better, and stop to chat to them more when we see them.
- I think as much as we can't be in close contact we just have to all be kind and pull together a smile and wave out the window asking elderly neighbours if they need anything a shop run etc
- Better community spirit.
- Care of others, getting united, helping each other
- Building on the way the community pulled together during the previous lockdown.
- I see people are talking more, isolation has been hard and it's good to give the time to listen.
- In the street where we live, one of the neighbours has started a Facebook page where we can all chat virtually & keep in contact. This is lovely & I'm now chatting to neighbours I didn't have any contact with previously.
- I've found talking to my neighbour's has been extremely helpful. I have lived here for 5 years and barely knew anyone, now I know the people which helps.
- We have not felt isolated as we are Jehovah's Witnesses and meet virtually every day with others in the congregation as well as for our whole congregation meetings on Sunday mornings and Thursday evenings.
- We help neighbours and play boardgames
- People sticking together so we can get through this. Everyone playing their part. Neighbours joining together to clear paths/roads etc.
- Think everyone helping each other pretty good. I do keep a look out for neighbours just to see if I've seen them out and about or if I've not seen them for a while I will check up on them.
- Better information about volunteering and how those at home and not working can help others.
- Having support of neighbours and friends, getting outside for walks and exercise

- Groups of like-minded people to chat and catch up, possible help with shopping/getting food, knowing it is safe to go out

## Organisations

- support groups - the ones that help at moment are very good ,the Ladywell neighbourhood house, Carer of west Lothian.
- Heather bank has given us activity stuff to do and try their best to help
- Community centres bring open as could access computer
- Lady well Neighbourhood Network makes sure that I am supported and offer such a lot the community through this difficult time.
- Generation Arts have done classes every week which is great and I am sure there are other organisations doing the same.
- Support groups for elderly, vulnerable. I have an uncle (who lives in Craigshill) with a learning disability. He used to attend a lot of groups at the Craigshill Good Neighbourhood network which he loved and really gave him connection and a sense of joy. Though the people in the group have kept in touch and have done lively things like dropping off meals etc, that loss for him and people like him is massive. Though I'm unsure of how anything like that can feasibly run at the moment (can't do outdoors in winter!)

## Employability support

- Government support for newly self-employed has very specific criteria, so excludes a lot of people. The next round of government grants should at least revisit some of the specifics as many of us have had no / very little support since March.
- Extra support for home workers.
- People thinking of retail workers
- If there was more support for people working from home

## Clean streets/open spaces

- Improvements to the area helps with mental health.
- I have enjoyed walking to Peel Park most days, sitting there in summer and walking around in winter. Glad Livingston has so many green, wooded spaces around to exercise in.
- Walking is a big thing for exercise and mental health so Council get out there and sort the paths.
- community walk
- with only having a small number to be able to meet outdoors specially with it only be same households for exercise, it's harder to plan anything.

## Other

- I think if we all try our best that all we can do, people are still scared and well there are others that don't seem to take it seriously enough. I do think there is a lot of people out there needing help, I know the schools are doing their best for the kids, but they are overstretched already.
- Time to catch up with jobs that needed attending to but there never seemed to be time
- Unfortunately, I think it'll be a while before anything gets better.
- children going back to school
- For us I feel the kids are kept busy out walks tennis arts games they should be fine they will just miss their friends. I feel more organised this time
- Because of the new strain I have to be really careful now as high risk.
- People listening maybe.
- Since we are continually being told by authorities to stay at home I can't see how things can be made
- Vaccination roll out and being able to go shopping like normal.



## Has there been any positives that have come out of this pandemic, if so can you tell us about them? *(responses from 105 participants that contributed to this question)*

### Organisations/services businesses

- The meals provided by the 50+ network.
- training the older generation on social networks,
- Information from WLC on social media has been excellent.
- Used the bike safety check in the summer in dedridge great service
- Services such as rubbish collection have also been good.
- 

### Activities/hobbies/learning

- I have also enjoyed all the community groups online which has encouraged and allowed me to find time to join and easier as it's online . Same as all my other groups , it's so much easier to attend meetings from the comfort of my own home.
- Started drawing
- Abstract painting
- I've re-found a love for things I used to do such as baking and reading.
- I have learned to accept help, budget properly, get my house decorated, had a lot of time with my kids, focusing on my mental health properly

### Pace of life/work life balance

- For us it was all the Family being able to spend quality time with their own individual Families,
- getting to do all the jobs they never got around to in all their houses and gardens.
- Getting to relax more, and doing a bit of exercise that they never found time for.
- Life slowing down, spending more time with my children

- Spending time with my kids
- More time with my children.
- More time with family
- slowing down what is normally a fast-paced work environment
- Getting to slow down spend more time with kids. Enjoy life rather than rushing. When out and about people seem more talkative.
- life slowing down and kindness
- Life slowing the pace was definitely needed and a welcome break for my family, we talk more. It's difficult not seeing folk, I really miss that.
- Spent more time with my kids that I would never normally not get that time. !! Slowing down and appreciating life a bit more
- Life slowing down and seeing my partner more, and kid seeing daddy more then before.. Definitely kindness and meeting neighbours that we never spoke to before
- more time to be organised
- Been able to spend time with my children and not needing to go to work
- Being able to spend more time with my children using our imaginations teaching them life skills etc
- Able to bond more as a family
- Spending time with children
- It's brought us all closer
- Life slowing down especially has been good for me, I think not always being on the go has been nice.
- Being able to spend time as a family and spending more time with my kids due to less time commuting.
- Spending more time with my kids, getting outside more. Don't have the time when we are all working. Slowing down in general has helped with the stress.
- Yes, enjoyed slower pace of life and having more time to reconnect with friends, more time to exercise in the green spaces nearby. I volunteered with Red Cross and am ready should they call for me!
- Definitely life slowing down.
- 

Positive effect?

- Skint & fed up
- No, nothing has changed except more stress having to work from home whilst home-schooling 2 children
- I've broke down several times as we've also lost family and friends none of which were to COVID but still haven't had a proper chance to grieve for them
- 12 x No
- Honestly can't think of anything.
- For us no, our retirement has been spoilt, but yes there has been alot of kindness
- Nothing that I feel that has been really positive. I have become friendlier with one neighbour.
- Sadly there is nothing positive. 42 years in Ladywell and feel like I no longer belong.

### Community/Family/relationships/neighbours

- More connections with neighbours,
- Talking to neighbours has really helped and knitting hats for LNN
- Peoples neighbourly spirit seems to have been rekindled
- My neighbours took my puppy out for 2 hours walks. At the beginning of lock down when I was doing nightshift or writing essays. We are now really friendly with all our neighbours and constantly check on each other.
- I've helped shop for my neighbours.
- Talking to neighbours helping neighbours
- Meeting my neighbours and more time to think about what matters in life
- Met some nice neighbours and some not so nice
- Community spirit, spending time with kids, less commuting
- Kindness of others
- Kindness of friends and neighbours
- People walking more, seeing and speaking to their neighbours and others. The pandemic has reinforced the true community spirit and kindness in Ladywell
- Walking, gardening neighbour's and kindness. Il have been helping with moving snow on paths.

- Talking to neighbours,
- Talking to the neighbours more and sharing baking with them
- I've noticed a lot of groups popping up offering to help others which has been really nice.
- The community spirit has been incredible and people have been brilliant about helping others.
- Volunteering
- Definitely remembering how good my neighbours are, having more family time
- A new baby granddaughter and helping out the local Ladywell neighbourhood by knitting for them
- Started doing more volunteering and paying more attention to neighbours and the community.
- The many kindnesses that I have received.
- Time to knit for shoebox thingy
- My husband has been able to work from home and so feels he has had more time before/ after work to be with the kids.
- It's been great to spend more time with family when we could do garden visits in the good weather.
- Kindness of others. Running group
- People being kinder to each other, increase in community spirit, people volunteering to do things that benefit others such as shopping, meal deliveries, getting medication.
- Community support with community fridge etc
- Connecting with our street more group chats
- Donating to the community fridge each week when Ann Lee was able to come collect
- Community coming together,
- Community spirit and kindness shown by others.
- Volunteering and bring kind is the only positive thing to come of this pandemic.
- Community helping each other, more awareness of your neighbours and helping each other.
- I have a few elderly neighbours, in the first lockdown I cut the communal grass at the front back of our houses and today shovelled all the snow. Standing talking to them has helped both them and me
- Talking to all neighbours and being more a community in the street
- The community has really pulled together to support others and people have become a lot kinder in my area

- Have connected more with neighbours and this connection will now last.
- Being more closer with community, not physically but mentally...
- Kindness and talking to neighbours
- Realising how many good people there are out there.
- Noticed everyone talking to each other. Simple good morning or a smile as you walk past a stranger.
- We have had loads of kindness from our street neighbours
- Kindness.
- Community spirit.
- kindness in the community
- People helping each other, occasionally talking to my neighbour.
- Spending more time with family, this has challenges aswell, kids having mental health issues that didn't have before due to not seeing friends or school. Older kids doing highers at school. Exam results will be effected again
- More time with family
- It's been lovely spending more time as a family and looking after each other and connecting digitally with others even if we couldn't see them face to face.
- more people talking when you pass in the street.
- I think everyone is feeling the strain but is still willing to help where they can. Donate a meal, go to the shops, collect medication, etc
- That human connection with loved ones and the community is what is most important and not the materialistic things. Time with family should be treasured.

### Nature, Open space, walking

- Really enjoying going for more walks and exploring West Lothian.
- More time in the garden and watching the birds
- Improvements for our wildlife less pollution
- Less air traffic, much quieter environment!

- One positive that came out of lockdown was we all walked or went on a cycle everyday as a family. I feel this in itself helped us mentally & brought us together as my 2 teenagers were more chatty & engaging.
- Less petrol/travel expenses working from home.
- less pollution
- Spent more time enjoying the fresh air and tending my garden.
- Traffic reduction. Noise reduction due to fewer flights seeing neighbours when Everyone was clapping for Carter's.
- Love getting out walking around our wee vamped up park in falcon brae it's looking lovely, so just enjoying the simple things in life are important.
- The restrictions on leaving the area and the initial rules around only being allowed out for exercise meant we spent time exploring the many walks around the area which we probably wouldn't have otherwise.
- How the streets, rivers etc were cleaner when we were in lockdown though we don't seemed have learnt from this!
- Getting out walking more
- The first lockdown was good and the weather allowed people to get out in their gardens, meet people outdoors. The weather at this time of year does not allow these things to happen
- Nature walks.
- Reconnecting with nature.
- Discovering local nature, history and great walks.
- I've discovered a lot of nice walks during lockdown.
- Walks locally to Livingston.
- A positive from this time is that more people of all ages are finding pleasure from walking. I hope that they keep this up for the future.
- 

## Other

- saving money not running 2 cars and having meal times as a family
- Saved money by not Socialising. (Bingo).

- Spending less money on activities.
- One child with asd was so distressed in mainstream school environment they were more settled at home.
- Not really any other than less travel too and from work into Edinburgh on a bad train service.
- It has made me proud if my job
- Still being able to work.
- This might help people think about people with disabilities/ health issues which mean they are unable to go out ALL THE TIME not just for the short few months of the pandemic. Might make people appreciate what they have 🙏
- My cat I rehomed.

DRAFT

## Do you have any ideas for projects that would help the community as we move out of restrictions? *(responses from 80 participants that contributed to this question)*

### Local businesses

- I would love to start up my own cleaning business and help people who can't do these things on their own

### promotion

- It would be good to promote Ladywell and bring back a Ladywell fair with loads of organisations doing they're bit but working together to celebrate our community. Perhaps more so when we're really out of the woods but worth planning now.

### Libraries/ click and collect/online/reading/lending libraries

- Library Can Coming back would be fab
- Library,
- Reading material for those who are housebound. Just knowing they are not alone and that help is available.
- 3 x Lending libraries
- jigsaw lending library
- Lending libraries, a change from looking at a screen for information

### Bike hire

- 7 x Bike hire
- Bike hire, I like that idea.
- Bike hire would be good
- Bike hire especially would be good, this is something I would have wanted to do however don't have a bike so wasn't able to cycle!



- Bike hire would be great as I could get out and about a bit more.
- Bike hire would be good and libraries and tablets.
- Yes, bike hire would be great! I enjoy my own bike but it's awkward storing it as I live in a flat.
- Definitely more schemes like West Lothian bike library
- Being able to hire a bike would be brilliant as it would allow me to exercise without interacting with others and therefore put myself at risk. I tried going for walks during lockdown but the paths were far too busy so I mostly stayed home.
- Bike hire would be good as there are good cycle paths around the area.
- bike hire is good too
- Bike hire would be wonderful,
- Bike hire is a fantastic idea.

### Gardening/growing projects

- Community garden/food growing project.
- I think community gardens would be a great idea, for getting together, for exercise and the benefits of eating what is grown.

### Walking groups

- I think walking groups, exercise groups, to help combat loneliness and promote healthy living
- Walking group with social distance
- I'm not as mobile as I was when younger and would. Like to share a slow walk and stop for coffee when things start to open.
- Walking groups (short distance ones) would be good to encourage people out of their homes and into the fresh air again, as lots of people will be reluctant and scared to leave their homes for some time.
- Arranging group walks to get people out the house in the evening. A lot of woman won't go out after work due to fear
- More open spaces for people to visit and get fresh air

## General Activity ideas

- Cooking and learning about shopping for and using fresh foods rather than takeaways.
- Something for those who always are isolated that is NOT for pensioners.
- Pen friends. I'd happily write a letter to someone who is shielding or isolating to help ease the loneliness.
- more help for families on benefits
- Maybe have drop in where people can just go for a coffee and a chat.
- how to find out what activities are available online,
- More community events for young people aged 12 and up
- More community get togethers just to check up on neighbours
- Community online group to engage everyone in latest issues in the community
- I'd love to see more listening and talking to residents, especially those in vulnerable groups. He spaces for them.
- Mental health groups. Fitness groups.
- More craft activities for people like myself that isn't good with crafting, but fitting it around people that can be available, even if it's thru zoom calls while still in restrictions.
- community activities
- Think meeting groups just to see how everyone feeling and how they're going to cope when things get back to normal. Some people will be scared. Or they've lost relatives friends. Probably some bereavement groups things like that.
- Community days such as arts and crafts markets to be able to help out and check in with others and see are they ok



## Tablets/laptops/WIFI

- Free WiFi
- Libraries lending tablets
- Resource lending would be a great idea for those who don't have tablets laptops or computers,

- lending IT to those not connected and supporting them to make connections with others.
- As it's not all families who have access to tablets then lending would be a good idea as long as they have internet access.
- Data for home schooling
- Recycling of IT equipment
- Better internet speeds for the kids schooling
- If the people who are quite lonely can get tablets set up with zoom etc, then it would be much easier for more people to keep in touch. Having someone to show them how to use it and talk them through it would be beneficial
- I think more classes at libraries to show older residents how to operate laptops/tablets for video calls as this has been what has kept many older people going but for some who don't know how to use technology, this would help.
- being able to access computers for everyone.

### children and young people's activities

- mental health groups for older children.
- Youth clubs etc for older children
- I think setting maybe extra children and Adult club in Forestbank and Newyear Farm, the Churches, maybe extra After-school clubs.
- better playgrounds, maybe discounts on activities such as swimming classes.
- Voluntary work to get teenagers socialising again and not just in devices.
- More youth clubs for children.
- Things for kids to do, they are suffering greatly with all of this
- Something for toddlers that have missed out on socialising. My nephew hasn't seen another kid his age as he was born at the beginning of lockdown.


### Community/Street clean up

- Community clean up of all of the rubbish laying around
- Litter picking.
- Help/assistance/encouragement for people to tidy up their gardens. There is no pride anymore. Gardens are full of household rubbish and car parts. Items could be recycled or upcycled and put to good use instead of making Ladywell look bad.
- Clear up, more bins. Lone path lost bins, disappeared, next to Inveralmond High school
- Flowerbeds on the council owned grass areas, maybe some communal bird feeders

## Support

- Help telephone number where someone is there to speak to the less vulnerable people who experience all kinds of different life problems and who do not have anyone to talk or confide in. Or just another voice as loneliness is also a great problem for many.
- There is a West Lothian helping page on Facebook maybe for those that don't drive and need things offers of help or a Ladywell page.
- a volunteer service to make sure the elderly or infirm need help shop runs etc might be good to get the young teens to help give them something positive to do
- Need some kind of support for the people that have became too scared to go out.
- Find us jobs or at least things to do for when we aren't working that will stop me stressing about everything. I've no idea what but I need something to do and somewhere to go that's away from my own 4 walls and work.
- Good support for youth services and parent groups. Including financial, but more integration of public and third sector. We have supported each other during the pandemic and the council has been great, but that should be encouraged to continue as our services start to get up and running again.
- Help with shopping and prescriptions.
- Things that help mental health

## Other

- Restriction on who is coming to the area to shop
  - Yeah, everyone needs to stick to the rules as this is clearly not the case.
  - Yea police the people who actually come in to shops
  - Vaccination for all,
  - I think you have that well covered with all the tips and advice you post.
  - Recognition for all those who have constantly helped others throughout .
  - Just been trying to get through each day as it comes, not been thinking about the future.
  - Community hall
  - A shop van...
  - Look at all the resources that are available at the moment and then identify greatest areas of need. Utilise the skills and experience within the community at the moment and encourage more intergenerational work.
- 

## summary findings

These are the main issues you said the community are facing

### Main issues



Increased household bills

56.2%

Mental health issues

45.8%

Loneliness

38.6%

Reduced income

34%

WIFI, skills, data, devices

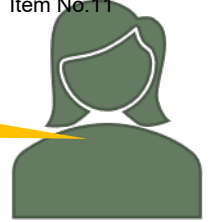
18.3%

Childcare issues

15.7%

Bereavement

15.7%



## Key themes of the:

issues, fears and challenges that have affected households

## issues, fears and challenges

**Isolation:** not seeing family, being a key worker, no support, increase mental health issues, loneliness,

**Home learning:** challenging, hard to keep YP engaged, juggling, different levels of learning, kids with additional needs,

**Employment issues:** stress about job stability, lack of clear guidelines, 2 redundancies and giving birth, reduced income

**Stress, anxiety, fear:** no family near, severe illness, coping with crowds & being physically close to people, fear of the virus

**Support:** for the very vulnerable, cancelled NHS appointments, community fridge, mental health, maternity support

**Routines:** impact on son with autism, being a key worker, balancing the day, organising the day with children, & work

**Wi-Fi, connectivity/resources/skills:** Wi-Fi accessibility, having to shop on line

**Guidance:** following guidelines, understanding the guidelines, worrying about the spread

**Household costs:** increased heating costs, increase food bills, with less money coming in the house, mounting bills,

**Health related matters:** increased waiting lists, dementia support, support with long COVID-19, depression worse,



What could make things better?

## Key themes of the:

What the community said would make things better for individuals, family, neighbours and community

**Support needed:** access to cheaper food, support groups for children, online support groups and activities

**Support with benefit/money worries:** never accessed benefits, manage our reduced finances, help?

**Better WIFI/IT resources:** wifi accessibility, skills to use the internet, support with learning, the right equipment for support

**Community kindness/support/family time/community:** friendliness, helping, volunteering,

**Clean streets/open spaces:** walking, improvements to the area, fixing the paths,

**organisations:** the support offered,

**Vaccines/guidelines:** nationwide lockdown, vaccine roll out, following the guide lines, supermarkets enforcing rules

**Home learning:** support for kids, support for parents to support kids, no It equipment, its taking up too much time

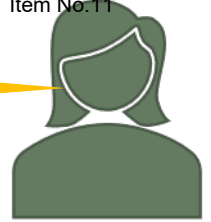
**Employability support:** government support, extra support for home workers, many have had no support



## Key themes of:

Positives that have come out of this experience

Has there been any Positives?



**Organisations/services/business support:** meals for 50+, training on social networks, info on WLC social media site

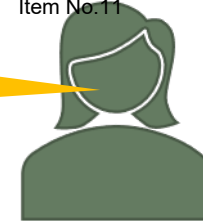
**Learning/hobbies/activities:** on line groups, started/re-found drawing, painting, baking, learning to accept help

**Pace of life/work life balance:** having time with family, bale to relax, life slowing down, time to relax, family closer

**Community/family/relationships:** helping out, neighbours, kindness in community, community spirit, chatting

**Nature, open space, walking:** enjoying fresh air and wildlife, reconnecting with nature, finding new walks, exploring!

**No positive effect:** skint, spoilt retirement, feel I don't belong, stress, I've broken down several times



## Key themes of:

Ideas for projects that can help the community move out of restrictions

Do you have any ideas to help us move forward?

**Tablets/laptops:** free WIFI, lending tablets, laptops, computers, help with how to use them

**Libraries/lending libraries/online reading:** lending libraries for those housebound, jigsaw lending,

**General activities:** cooking and learning, pen friends, more community events, get togethers, mental health groups,

**support:** telephone no's for support, support for those scared to go out, helping FB page, find us volunteering jobs, financial

**Bike lending library:** bike hire as there are great cycle paths, its awkward storing our own as live in a flat, WL Bike library

**Gardening growing projects:** community growing/food growing, getting together, exercise and eating your own produce

**Walking groups:** exercise groups, short distance ones, for women, a slow walk adaptable to different mobility and ages

**Community/street clean ups:** community litter picking, help to tidy gardens, flowerbeds, rubbish removal in gardens

**Children and YP activities:** mental health supports, youth clubs, vol work for teenagers, something for toddlers,