



Livingston South Local Area Committee

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

5 May 2021

A meeting of the **Livingston South Local Area Committee** of West Lothian Council will be held within the **TBC** on **Thursday 13 May 2021** at **9:30am**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest
3. Order of Business, including notice of urgent business, declarations of interest in any urgent business and consideration of reports for information.

The Chair will invite members to identify any such reports they wish to have fully considered, which failing they will be taken as read and their recommendations approved.

4. Deputation Request from Mandy Guthrie and David McAlinden concerning anti-social behaviour in Howden
5. Confirm Draft Minutes of Meeting of Livingston South Local Area Committee held on Thursday 11 February 2021 (herewith)
6. Police Report, Ward 4 - report by Police Scotland (herewith)
7. Fire Report Q4 2020/21 - report by Scottish Fire and Rescue Service (herewith)

DATA LABEL: Public

8. Service Update - Nets, Land and Countryside - report by Head of Operational Services (herewith)
9. Housing, Customer and Building Services - report by Head of Housing, Customer and Building Services (herewith).
10. The Lanthorn Centre, Livingston - Progress Update - report by Head of Finance and Property Services (herewith)
11. Report on Progress of Local Regeneration Planning - report by Head of Planning, Economic Development and Regeneration (herewith)
12. Workplan (herewith)
13. Timetable of Meetings 2021/22

NOTE **For further information please contact Val Johnston, Tel No.01506 281604 or email val.johnston@westlothian.gov.uk**

CODE OF CONDUCT AND DECLARATIONS OF INTEREST

This form is to help members. It is not a substitute for declaring interests at the meeting.

Members should look at every item and consider if they have an interest. If members have an interest they must consider if they have to declare it. If members declare an interest they must consider if they have to withdraw.

NAME	MEETING	DATE

AGENDA ITEM NO.	FINANCIAL (F) OR NON- FINANCIAL INTEREST (NF)	DETAIL ON THE REASON FOR YOUR DECLARATION (e.g. I am Chairperson of the Association)	REMAIN OR WITHDRAW

The objective test is whether a member of the public, with knowledge of the relevant facts, would reasonably regard the interest as so significant that it is likely to prejudice your discussion or decision making in your role as a councillor.

Other key terminology appears on the reverse.

If you require assistance, please ask as early as possible. Contact Julie Whitelaw, Monitoring Officer, 01506 281626, julie.whitelaw@westlothian.gov.uk, James Millar, Governance Manager, 01506 281695, james.millar@westlothian.gov.uk, Carol Johnston, Chief Solicitor, 01506 281626, carol.johnston@westlothian.gov.uk, Committee Services Team, 01506 281604, 01506 281621 committee.services@westlothian.gov.uk

SUMMARY OF KEY TERMINOLOGY FROM REVISED CODE

The objective test

“...whether a member of the public, with knowledge of the relevant facts, would reasonably regard the interest as so significant that it is likely to prejudice your discussion or decision making in your role as a councillor”

The General Exclusions

- As a council tax payer or rate payer or in relation to the council's public services which are offered to the public generally, as a recipient or non-recipient of those services
- In relation to setting the council tax.
- In relation to matters affecting councillors' remuneration, allowances, expenses, support services and pension.
- As a council house tenant, unless the matter is solely or mainly about your own tenancy, or you are in arrears of rent.

Particular Dispensations

- As a member of an outside body, either appointed by the council or later approved by the council
- Specific dispensation granted by Standards Commission
- Applies to positions on certain other public bodies (IJB, SEStran, City Region Deal)
- Allows participation, usually requires declaration but not always
- Does not apply to quasi-judicial or regulatory business

The Specific Exclusions

- As a member of an outside body, either appointed by the council or later approved by the council
- The position must be registered by you
- Not all outside bodies are covered and you should take advice if you are in any doubt.
- Allows participation, always requires declaration
- Does not apply to quasi-judicial or regulatory business

Categories of “other persons” for financial and non-financial interests of other people

- Spouse, a civil partner or a cohabitee
- Close relative, close friend or close associate
- Employer or a partner in a firm
- A body (or subsidiary or parent of a body) in which you are a remunerated member or director
- Someone from whom you have received a registrable gift or registrable hospitality
- Someone from whom you have received registrable election expenses

MINUTE of MEETING of the LIVINGSTON SOUTH LOCAL AREA COMMITTEE held within WEBEX VIRTUAL MEETING ROOM, on 11 FEBRUARY 2021.

Present – Councillors Lawrence Fitzpatrick (Chair), Peter Heggie and Moira Shemilt

Apologies – Mary Benson, Ladywell Community Council

In attendance

James Cameron, Lead Officer, West Lothian Council
Brian Johnston, Livingston Village Community Council
Lesley Keirnan, Community Regeneration Officer, West Lothian Council
David Lees, Cleaner Communities Manager, West Lothian Council
Sandy Ross, Housing Manager, West Lothian Council
Sergeant Iain Wells, Police Scotland
Stuart McNiven, Local Authority Liaison Officer, Scottish Fire and Rescue Service
Craig McCorriston, Head of Service, West Lothian Council
Chris Alcorn, Principle Planner, West Lothian Council

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTES -

- (a) The Committee confirmed the Minute of its meeting held on 12 November 2020 as a correct record. The Minute was thereafter signed by the Chair.
- (b) The Committee confirmed the Minute of its meeting held on 8 December 2020 as a correct record. The Minute was thereafter signed by the Chair.

3. POLICE REPORT - WARD 4, LIVINGSTON SOUTH UPDATE

Prior to presenting the report, Sergeant Wells spoke of the sudden passing of PC Tom Whyte, Police Scotland's Licensing Officer. On behalf of the committee, the Chair extended sincere condolences to Tom's family and friends for their loss.

The committee considered a report (copies of which had been circulated) by Police Scotland providing members with an update on performance, activities and issues across the Ward for the period up to 28 October 2020.

It was recommended that the committee note the contents of the report.

Decision

To note the terms of the report.

4. FIRE SERVICE WARD REPORT

The committee considered a report (copies of which had been circulated) by Scottish Fire and Rescue Services for the period up to 31 December 2020.

It was recommended that committee note and provide comment on the report.

Decision

To note the terms of the report.

5. SERVICE UPDATE - NETS, LAND AND COUNTRYSIDE

The committee considered a report (copies of which had been circulated) by the Head of Operational Services advising members of the recent activity of the NETs, Land & Countryside Services teams for the period 1 October 2020 – 31 December 2020.

It was recommended that the committee:

1. Note the work carried out by service within the local area; and
2. Advise of any areas that require further information or investigation.

Decision

To note the terms of the report.

6. HOUSING, CUSTOMER AND BUILDING SERVICES

The committee considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services providing an overview of the service activities within the Livingston South Ward.

It was recommended that the committee note Housing, Customer and Building Service activity as detailed in the ward report for the period Quarter 3 – 1 October to 31 December 2020.

Decision

To note the terms of the report.

7. WEST LOTHIAN LOCAL DEVELOPMENT PLAN ACTION PROGRAMME – FIRST REVIEW (2020) – UPDATE FOR WARD 4: LIVINGSTON SOUTH

The committee considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration informing members of the West Lothian Development Plan (LDP) Action Programme First Review – 2020 as it related to the Livingston South Ward.

It was recommended that the committee notes the contents of the report.

Decision

To note the terms of the report.

8. REPORT ON PROGRESS OF LOCAL REGENERATION PLANNING

The committee considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration providing information on locality planning within the ward.

It was recommended that the committee notes:

1. The draft findings report of the Dedridge Covid-19 community survey;
2. The progress of the development of two local regeneration plans; and
3. The progress and development of actions.

Decision

To note the terms of the report.

9. TOWN CENTRE FUND UPDATE 2019/20 & 20/21

The committee considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration providing an update on progress in delivering the Town Centre Capital Projects agreed by the committee on 3 October 2019 for the 19/20 Fund and on 8 December 2020 for the 20/21 Fund.

It was recommended that the committee:-

- a. Notes the updates for the Town Centre Fund 2019/20 and 20/21 projects for the ward.
- b. Agrees officer's recommendations for redistribution of the funds within the ward.

Decision

To approve the terms of the report.

10. WORKPLAN

A workplan had been circulated for information.

Decision

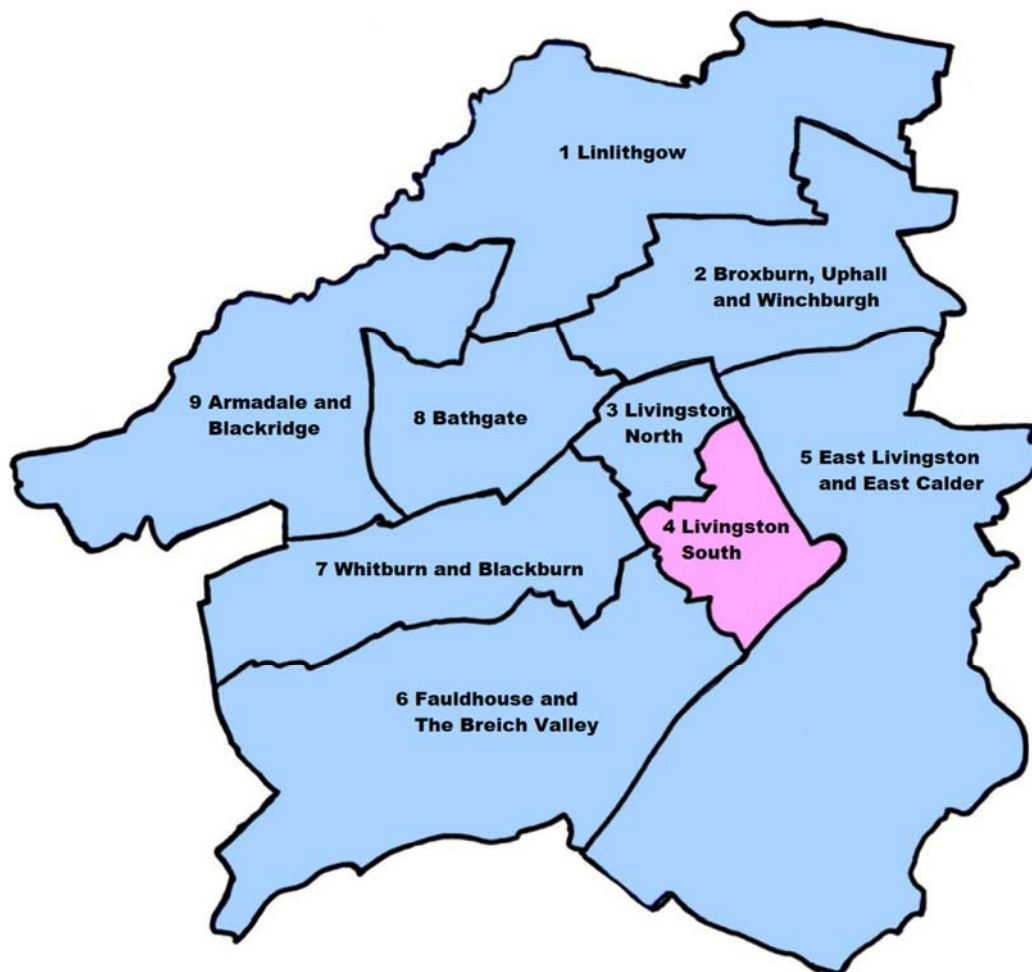
To note the workplan.

OFFICIAL



West Lothian Area Command

Lothian and Scottish Borders



Ward 4 - Livingston South Multi Member Ward Report

Quarter 4 – 2020/2021

OFFICIAL

OFFICIAL

A. PURPOSE OF REPORT

The purpose of this report is to provide the Local Area Committee with an update on performance, activities and issues across the Ward for the period up to 28th March 2021.

B. RECOMMENDATION

It is recommended that the Local Area Committee notes the content of the report.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; and working in partnership
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None.
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	Performance relative to the same period in 2020; set out in the report.
V	Relevance to Single Outcome Agreement	We live our lives free from crime, disorder and danger; we take pride in a strong, fair and inclusive society
VI	Resources - (Financial, Staffing and Property)	None.
VII	Consideration at PDSP	None.
VIII	Other consultations	None.

D. TERMS OF REPORT

OFFICIAL

Introduction:

This document is intended to provide a summary of the performance of West Lothian Area Command for the reporting period of Quarter 4 2020/2021. The report references the police priorities within the Local Police Plan for West Lothian 2020-2023, namely:

- Protecting The Most Vulnerable People
- Reducing Violence and Anti-Social Behaviour
- Reducing Acquisitive Crime
- Improving Road Safety
- Tackling Serious and Organised Crime

The data provided in this report is for information purposes to allow Partnership Members to conduct their scrutiny responsibilities.

Livingston South Community Engagement Priorities

- Reducing antisocial behaviour
- Making our roads safer
- Tackling substance misuse

Livingston South and Craigshill Community Officers

PC Ewan Hannay

PC Gillian Minshull

Executive Summary:

Officers in West Lothian have been focused to delivering, with our key partners, our Local Policing Priorities, and meeting our commitment to Keep People Safe.

- **Protecting the most vulnerable people**

Domestic abuse crimes is an area of focus in terms of providing confidence to report, undertaking professional investigations, providing victim support, pursuing perpetrators and managing offenders.

During 2020/2021, Operation Shoestack was established which increased solvency in respect of domestic and violent crimes. There has been an increase in domestic incidents reported during the year with many being historical incidents which have been identified by detectives engaging with victims, identifying previous partners and follow up enquiries to identify previously unreported crimes. We continued our use of Social Media to ensure the message of domestic violence being unacceptable is reiterated.

Significant demands are placed on the police when dealing with Mental Health concerns and missing persons enquiries, which can be hugely time consuming. In partnership with NHS we have access to the Acute Care and Support Team (ACAST) where officers can get direct contact with a Mental Health Nurse to seek direction and advice for persons suffering from a mental health or emotional episode. This was used on 12 occasions in March 2021 to ensure those people received the most appropriate support at source and also significantly reduced time officers spent in dealing with these issues.

We are continuing our work with St John's Hospital to refresh protocols relating to missing persons and deliver the Herbert Protocol to Care Homes, NHS and 3rd sector to help safeguard some of the most vulnerable people in areas from going missing, or maximising the likelihood of a swift and safe return.

- **Reducing Violence and Anti-Social behaviour**

During Q4, the number of reported incidents of ASB has increased compared to the 2019/20 period. This can be attributed to the pressures of continuous on/off lockdown restrictions with frustrations and low tolerance, there has however been a reduction on vandalisms and fire-raising across West Lothian.

Neighbour disputes are included in the ASB figures with persons working from home, breaches to these restrictions are more likely to be observed causing tension and low tolerance levels. West Lothian officers continue to engage with the public and utilise the 4 E's – Engage, Explain, Encourage and Enforce with an overall good compliance level.

There is continued attention to public space anti-social behaviour and through the Community Safety Partnership, police work closely with partners to address repeat issues. This has resulted in several ASBOs being granted by the courts. We have also been proactive in looking at repeat offenders and are pro-active in providing follow up intervention visits.

The majority of reported assaults are within private settings, predominately in domestic related with a detection rates remaining strong.

Following reports of repeat ASB in the Howden Park area, a multi-agency response, including an Environmental Visual Audit was conducted to develop a solution to the community concerns. This included input from residents, WLC, SFRS, Police and elected members. The recommendations from this audit will be developed to provide a sustainable solution.

We are also working with WLAP and WLC in relation to other ASB issues in the Livingston Town Centre area and it is hoped that as we move out of lockdown that these issues improve.

- **Reducing Acquisitive Crime**

Working to Protect People by reducing the impact of acquisitive crime on our community's remains a priority in West Lothian. The number of reported Crimes of Dishonesty has decreased in particular domestic housebreakings being down about a quarter on the previous year.

As part of the "Made From Crime" Campaign, Community Officers worked alongside Trading Standards and SFRS to set up Crime Prevention packs regarding information and advice on bogus workmen, telephone/online scams and fire safety. These were thereafter distributed to vulnerable groups by West Lothian PSYV.

Furthermore, we posted a variety of Social Media posts offering online advice, in particular in relation to Rogue Traders (with Trading Standards colleagues), Bogus workmen and online/email scams. These continued online with further prevention activities planned as restrictions are relaxed.

Following investigations into a series of thefts from motor vehicles, a number of local people have been reported for multiple offences.

- **Improving Road Safety**

Officers in the West Lothian area work closely with partners to prevent collisions from occurring. During Q4, Roads Policing officers continued with Local and National Campaigns including Mobile Phone & Seatbelt Campaigns as well as a National Day of Speeding.

Through a proactive, intelligence led, targeted approach to priority locations throughout West Lothian, overall injuries in collisions have reduced by over 40%. In addition there has been a significant increase of more than 30% for people reported for dangerous driving, speeding, disqualified driving, no driving licence and no insurance.

There are continued concerns regarding the anti-social use of vehicles in the Livingston Town Centre area. As a result Roads Policing officers have identified a lead officer and will be working with local officers to address this issue.

- **Tackling Serious and Organised Crime**

West Lothian officers continue to disrupt organised crime groups by targeting drugs supply offences, gathering intelligence and generate enforcement opportunities. This includes working with UK Border Agency to target those involved in online drug purchases. Due to this multi-agency approach, a substantial number of packages have been intercepted and investigations followed up.

During Q4, 13 MDA Warrants were issued and executed at various addresses within West Lothian and by the conclusion of 2020/2021, 61 MDA Warrants had been executed. We also explore all opportunities through Proceeds of Crime legislation with over £100,000 of cash and assets identified for restraint orders. A significant Cultivation was uncovered within West Lothian with an approximate value of £750,000, estimated to be the largest cultivation discovery of its kind in Scotland this year.

We continue to developed drugs intelligence from the local community. Drugs enforcement requires information from sources to build a picture and fill in the pieces of the jigsaw and the use of community intelligence in this cannot be underestimated.

Reporting Period April 2020 – March 2021			
Livingston South	Recorded		
Crime Type	YTD	LYTD	% Diff
Robbery	7	9	-22.2%
Serious Assault	10	9	+11.1%
Sexual Crimes	79	74	+6.7%
Housebreaking dwelling	11	13	-15.3%
Housebreaking non-dwelling (sheds/garages)	7	7	-
Housebreaking Other Premises	8	34	-76.4%
Theft of motor vehicle	27	36	-25.0%
Theft from motor vehicle (OLP)	63	112	-43.7%
Vandalism	185	256	-27.7%
Total drugs supply	9	3	+200.0%
Possession of Drugs	148	169	-12.4%
Common Assault	315	308	+2.2%
Common Assault - emergency worker	100	57	+75.4%
Total Crimes and Other Offences	2498	2668	-6.3%

Note: The above figures cover the period to Week 52. These are not end-of-year figures as these are not due to be released until Mid May.

Through local engagement we will continue to work with communities and partners to deliver a quality service which responds to their needs.

Together we can increase community resilience and prevent crime.

Data Label: Public



LIVINGSTON SOUTH LOCAL AREA COMMITTEE

LIVINGSTON SOUTH MULTI-MEMBER WARD PERFORMANCE REPORT

REPORT BY SCOTTISH FIRE AND RESCUE SERVICE

A. PURPOSE OF REPORT

To update the Livingston South Local Area Committee on the activity within Livingston South Multi-Member Ward for the period up to 31st March 2021.

B. RECOMMENDATION

That Committee Members are invited to note and provide comment on the Livingston South Multi-member Ward Performance Report.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Being honest, open and accountable• Focusing on our customers' needs• Making best use of our resources• Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Quarterly reports on the Multi-member Ward Operational Plans are being produced to ensure delivery of the Local Fire and Rescue Plan, which is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	WL CPP SOA Performance indicators.
V Relevance to Single Outcome Agreement	SOA1304_13 Number of deliberate fires per 100,000 population SOA1304_14 Number of accidental dwelling fires per 100,000 population.
VI Resources - (Financial, Staffing and Property)	The council contributes to directly and in partnership to the delivery of the Ward Plan
VII Consideration at PDSP	None
VIII Consultations	West Lothian Citizen's Panel Survey, July 2014.

D. TERMS OF REPORT

D.1 Background

Quarterly reports on the Multi-Member Ward Operational Plans have been produced by SFRS to ensure delivery of the Local Fire and Rescue Plan for West Lothian 2018, which is a requirement under the Police and Fire Reform (Scotland) Act 2012, Section 41E.

D.2 Scottish Fire and Rescue Service (SFRS) Livingston South Multi-member Ward Quarterly Report

Following the publication of the Livingston South Multi-member Ward Operational Plan, the Local Senior Officer for Falkirk and West Lothian has produced a Performance Report detailing activity against the key priorities.

The seven key priorities within the Livingston South Ward area are as follows:

Continuous Priority

- Local Risk Management and Preparedness.

High Priority

- Reduction of Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Unwanted Fire Alarm Signals

Medium Priority

- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non-Domestic Property
- Reduction in Casualties from Special Services (excluding RTC's).
- Reduction in RTC Fatalities and Casualties

E. CONCLUSION

The Livingston South Multi-member Ward Performance Report aligns to the key priorities of the Local Fire and Rescue Plan for West Lothian 2020, the West Lothian Strategic Assessment of Community Safety and continues with the excellent partnership working on Community Safety, which is evident in West Lothian.

F. BACKGROUND REFERENCES

None.

Gordon McGuire

Station Manager, Scottish Fire and Rescue Service

March 2021

Appendix 1 - Livingston South Multi-Member Ward Performance Report



West Lothian Council Area

Ward Performance Report

Quarter 4 20/21

Livingston South

DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

Introduction

Welcome to the Scottish Fire and Rescue Service Ward Performance Report. This performance report is designed to provide citizens, stakeholders and partners with information relating to ward based activity undertaken by the Scottish Fire and Rescue Service.

In addition to historical ward based activity, this performance report provides information on the historic activity in the West Lothian Council area and Scotland. To allow benchmarking to be undertaken, the units of measurement in the performance graphs in the report are based on incidents/events per head of population.

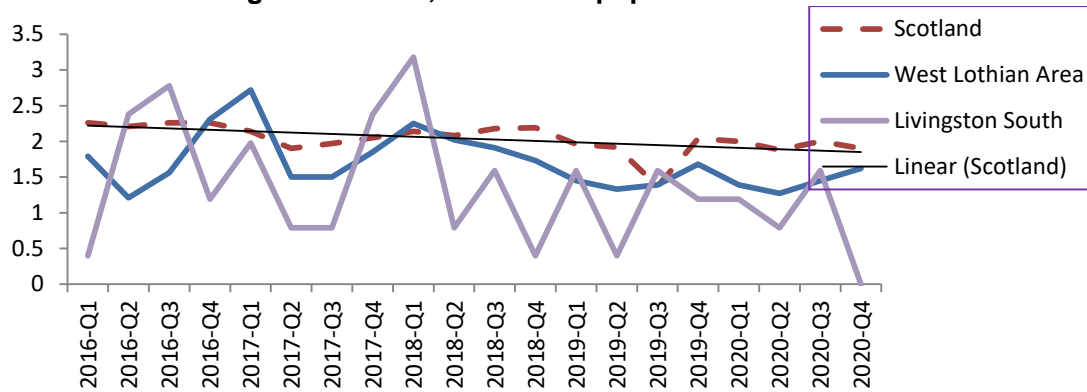
Whilst using historic statistical benchmarking data, consideration must be taken of the somewhat random nature of fire related incidents and events, and how this can pose difficulties in interpreting emerging patterns and trends. This is of specific relevance where ward level data is analysed due to the relatively small number of actual incidents/events that occur in ward areas.

However, regardless of statistical anomalies, emerging patterns and trends in fire related incidents and events can assist the Scottish Fire and Rescue Service and Community Planning Partners plan and implement preventative intervention initiatives to target reducing fire related incidents and events.

120
100
80
60
40
20
0

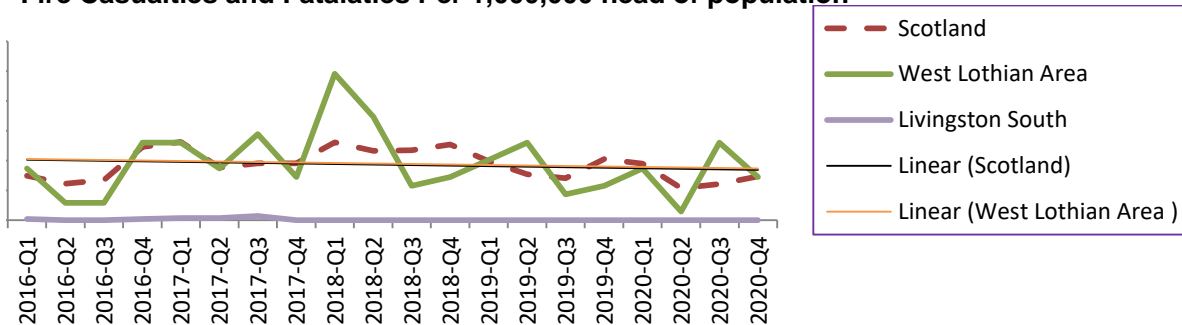
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Accidental Dwelling Fires Per 10,000 head of population



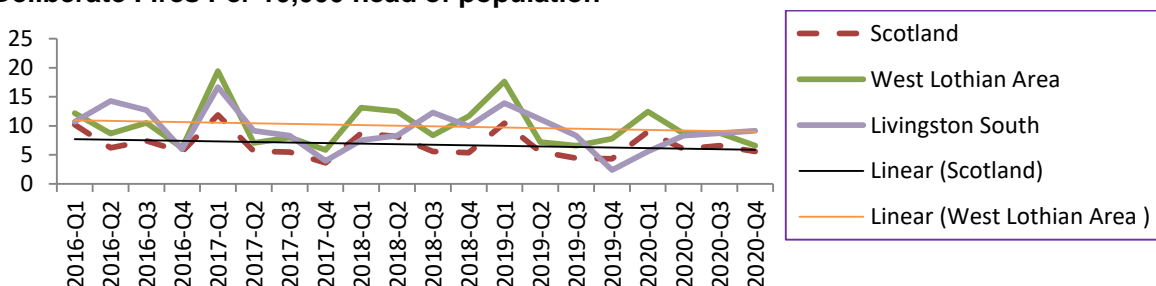
During the 2020-21 year to date reporting period SFRS have dealt with 0 accidental dwelling fires in comparison to 3 during 2019-20 year to date reporting period.

Fire Casualties and Fatalities Per 1,000,000 head of population



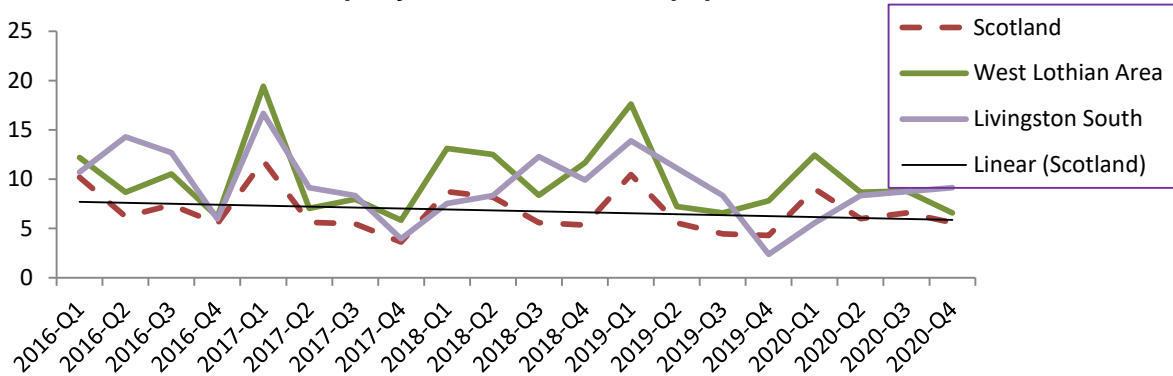
During the 2020-21 year to date reporting period SFRS have dealt with 0 Casualties and 0 Fatalities due to fire in comparison to 0 Casualties and 0 Fatalities during 2019-20 year to date reporting period.

Deliberate Fires Per 10,000 head of population



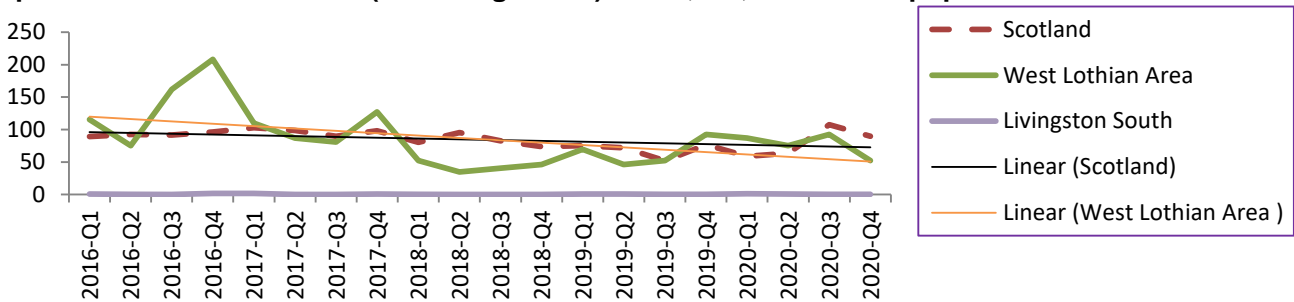
SFRS have dealt with 23 Deliberate fire incidents during 2020-21 year to date reporting period in comparison to 7 during 2019-20 year to date reporting period.

Fires In Non Domestic Property Per 10,000 head of population



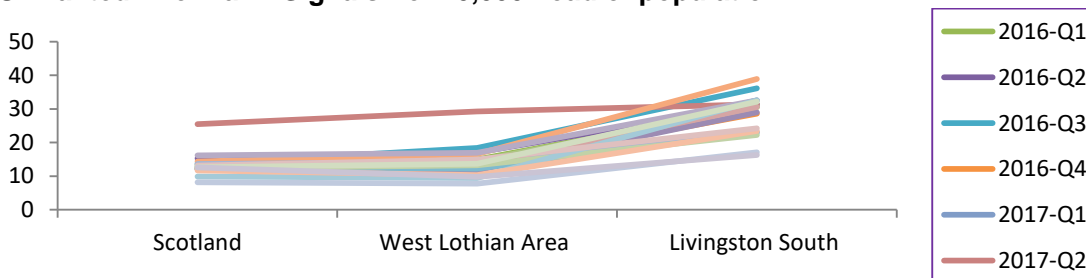
SFRS have dealt with 0 non domestic fire incidents during 2020-21 year to date reporting period in comparison to 1 during 2019-20 year to date reporting period.

Special Services Casualties (excluding RTC's) Per 1,000,000 head of population



SFRS have dealt with 1 casualty from Special Services during 2020-21 year to date reporting period in comparison to 2 during 2019-20 year to date reporting period.

Unwanted Fire Alarm Signals Per 10,000 head of population

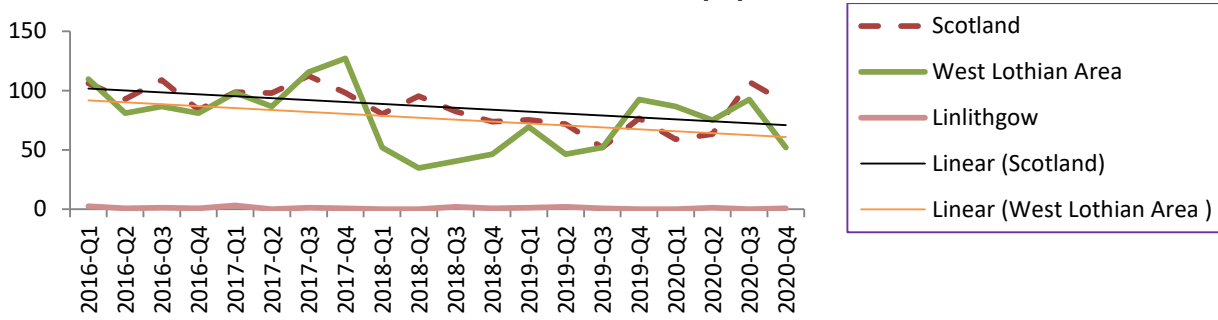


SFRS have dealt with 41 UFAS incidents during 2020-21 year to date reporting period in comparison to 59 during 2019-20 year to date reporting period.

Additional Comments

SFRS is committed to 'Working Together for a Safer Scotland' and to engage with business partners to reduce demand from Unwanted Fire Alarm Signals (UFAS).

RTC Casualties and Fatalities Per 1,000,000 head of population



During the 2020-21 year to date reporting period SFRS have dealt with 0 Casualties and 0 Fatalities from RTC's in comparison to 1 Casualty and 0 Fatalities during 2019-20 year to date reporting period.

DATA LABEL: PUBLIC



LIVINGSTON SOUTH LOCAL AREA COMMITTEE

SERVICE UPDATE – NETS, LAND & COUNTRYSIDE

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

To advise members of the recent activity of the NETs, Land & Countryside Services teams for the period 1 January 2021 – 31 March 2021.

B. RECOMMENDATION

The Local Area Committee is asked to:

1. Note the work carried out by service within the local area.
2. Advise of any areas that require further information or investigation.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; making best use of our resources; working in partnership
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III	Implications for Scheme of Delegations to Officers	None
IV	Impact on performance and performance Indicators	None
V	Relevance to Single Outcome Agreement	Relates to items 9 - We live our lives free from crime, disorder and danger & 12 – We value and enjoy our built environment and protect it and enhance it for future generations
VI	Resources - (Financial, Staffing and Property)	In line with available revenue and capital budgets
VII	Consideration at PDSP	None
VIII	Other consultations	None

D1 Terms of Report

The report covers the activity for the period 1 January 2021 – 31 March 2021.

D2 Grounds Maintenance Routine Works

All hedge work within the ward has now finished for this season.

Annual Shrub Bed pruning and cleaning up maintenance will be complete for week ending 2 May 2021.

Grass cutting of open spaces, sport fields and schools will commence on Monday 12 April 2021.

Enquiries are ongoing and prioritised on a daily basis.

The latest Lands Audit Management (LAMs) score was 58, the target score being 67.

Grounds Maintenance Enquiries

In total 33 grounds maintenance related enquiries were received and dealt with during this reporting period in 2021.

	2021	2020
Bench or Seat Enquiries	2	0
Burns or Watercourses	1	0
Complaint Grounds Maintenance	4	4
Drainage Flooding Grass Areas	0	4
Emergency Tree Out of Hours	0	1
Enforcement Officer Enquiries	0	1
Fencing Enquiries	1	2
GalaDay Public Event Enquiries	0	2
Grass Area Damaged	2	5
Grass Cutting Enquiries	0	1
Grass Highway Verges	1	0
Ground Ownership Enquiries	2	0
Grounds Property Vandalised	2	0
Hedge Cutting Enquiries	3	3
Public Park Enquiries	4	2
Shrub Bed Enquiries	2	1
Shrub Beds Overhanging Path	6	7
Sports Facility Enquiries	1	0
Weeds General Enquiries	2	0
Weeds on Paths or Roads	0	1
Total	33	34

D3 Garden Maintenance Routine Works

The Garden Maintenance Scheme started on 6 April 2021.

Garden Maintenance Enquiries

There were six garden maintenance related enquiry received and dealt with within this reporting period in 2021.

	2021	2020
Garden Maintenance General Enquiries	3	0
Garden Maintenance Grass Not Cut	2	0
Garden Maintenance Standard of Cut	1	0
Total	6	0

D4 Cleaner Communities Routine Works

The Street Cleansing Teams have been reduced in size to comply with social distancing guidelines over the period 1 January – 31 March 2021.

During this period staff have continued to empty street litter and dog waste bins on a regular basis and carry out routine works in the area. Also, litter picking footpaths/ open spaces and road verges and dealing with enquiries as they arise. The street orderly has also continued with their duties over the period clearing litter and emptying litter bins in and around the town centre.

The compact mechanical street sweeper has continued to sweep footpaths and kerb edges and we have two HGV sweepers that are used to clean roads and channels during this time.

Resources have been redirected when required during this period to deal with leaf fall.

We continue to have lots of volunteer's litter picking in the Ward and we have assisted with the uplift of bags and debris that have been collected.

Due to Covid-19 and Street Cleansing Staff assisting other Council Services during the pandemic, a tender had been awarded for a contractor to carry out road sweeping of A, B & C roads. This work was completed by 28 March 2021.

Cleaner Communities Enquiries

In total 358 cleaner communities related enquiries were received and dealt with during this reporting period.

	2021	2020
Complaint Street Cleansing	4	0
Dead Animals	9	8
Dog Bin New Request for Bin	6	0
Dog Bin Overflowing	8	1
Dog Fouled Grass/Open Space	1	2
Dog Fouling on Paths/Roads	22	8
Fly Posting	1	0
Fly Tipping/Dumping	157	82
Glass on Paths or Open Spaces	5	10
Graffiti Racist or Offensive	4	1
Litter Bin Burnt Damaged	2	1
Litter Bin New Request For Bin	1	1

Litter Bin Overflowing	3	0
Litter General Enquiries	15	11
Litter Grass Open Space	1	0
Litter Paths Roads Verges	40	29
Litter Shrub Beds	0	1
Needles Syringes Abandoned	1	1
Street Sweeping Enquiries	14	20
Trolleys Abandoned/Dumped	37	24
Trolleys Dumped in Livingston	3	2
Vehicle Abandoned	24	28
Total	358	230

Fly Tipping Enquiries (January to December)

	2020	2019	2018	2017	2016
Illegal Fly Tipping/Dumping	429	408	329	322	276

Environmental Community Action

The Education, Engagement and Enforcement team have continued to deal with enquiries as they are logged following COVID-19 guidance.

Officers continue to deal with enquiries relating to fly tipping, littering, dog fouling, abandoned vehicles and general enquiries. There have been 157 enquiries in relation to fly tipping for the period compared to 82 for the same period in 2020.

In dealing with abandoned vehicles, Officers have gained compliance from vehicle owners with said vehicles getting removed from the streets and where appropriate, requests have been sent to WLC contractors for removal.

Throughout West Lothian, officers continue to engage with volunteering groups, attend regeneration group meetings and render the necessary assistance needed to encourage the exercise they currently perform.

There has been an increase in the amount of equipment supplied to facilitate litter picking volunteers, which has increased in line with activity.

There were four Fixed Penalty Notices issued in Livingston South for Fly tipping and none for littering or dog fouling for the period of 1 January 2021 – 31 March 2021. In comparison to the similar period in 2020, one Fixed Penalty Notice was issued for fly tipping and none for either dog fouling or littering.

Costs for fly tipping for the period 1 January 2021 – 31 March 2021

Fly tipping is covered by the NETs teams who also carry out other non-routine works for Grounds. We are unable to split costs over specific ward areas or from the other works they carry out, but can give the yearly cost for the NETs teams with an estimate of their time spent on fly tipping which we currently estimate as 80% of their time. For 2020 the estimate was 70% of their time.

Weights for fly tipping brought into the transfer station are provided as a weekly total Monday – Sunday.

Fly tipping costs:

1 January 2021 – 31 March 2021	91.2 tonnes
Cost of disposal including costs for NETs team/vehicles	£60,098.04
Contractor removal of fly tipping	£0.00
Removal of asbestos	£0.00
TOTAL	£60,098.04

The number of fly tipping enquiries received between 1 January 2021 – 31 March 2021 for the Ward was 157 out of 730 enquiries for the whole of West Lothian equating to 21.51% of fly tipping enquiries relating to Ward 4.

Percentage wise this would equate to an approximate cost for the Ward of £12,925.19 for disposal of fly tipping between 1 January 2021 and 31 March 2021 including cost for Staff/vehicles. (This does not include the removal of asbestos by the Councils asbestos team).

Costs for fly tipping for the period 1 January 2020 – 31 March 2020

1 January 2020 – 31 March 2020	52.42 tonne
Cost of disposal including estimated costs for NETs team/vehicles	£34,543.20
Contractor removal of fly tipping	£0.00
Removal of asbestos	£0.00
TOTAL	£34,543.20

The number of fly tipping enquiries received between 1 January 2020 – 31 March 2020 for the Ward was 82 out of 504 enquiries for the whole of West Lothian equating to 16.3% of fly tipping enquiries relating to Ward 4.

Percentage wise this would equate to an approximate cost for the ward of £5,620.10 for disposal of fly tipping between 1 January 2020 and 31 March 2020 including cost for Staff/vehicles. (This does not include the removal of asbestos by the Councils asbestos team). The removal of fly tipping by contractor was not within Ward 4.

D5 Parks and Woodland

Parks and Woodland Enquiries

In total 44 Parks and Woodland related enquiries were received during this reporting period.

	2021	2020
Tree Advice or Consultations	2	3
Tree Blocking Light	0	1
Tree Branches Overhanging	7	7
Tree Broken/Damaged or Dead	3	3
Tree Dangerous or Unsafe	9	5
Tree Enquiries General	19	12
Tree Leaves Causing Problems	2	2
Tree Woodland Enquiries	2	0
Total	44	33

	2021	2020
Access Rights Way Core Paths	5	2
Complaint Country Parks/ Trees	1	0
Country Park General Enquiries	1	1
Total	7	3

Ranger Service Update

No. Rights Of Way / Core Path / Patrols carried out (hours)	5.5
No. Access Enquiries	2

The Rangers are working with Roads to create a signage strategy for the route between Livingston North and South Station on the Alderston Road path. A virtual meeting was held with the service, and then the route was surveyed by the Rangers. Their findings will go back to Roads who will have the signs produced and installed. The plan is to remove all the old signage and create new signage that incorporates active travel, core paths and local open space as well as the hospital and town centre.

Murieston Water footbridge replacement delayed from December as bridge had not been delivered.

The Ranger Service met with some school representatives from the Skills Centre and Connolly School to advise on how to better integrate outdoor education into their day-to-day learning.

Draft educational posters encouraging responsible access in West Lothian to help avoid conflict with land management operations, have been completed in partnership with local landowners/residents.

West Lothian planning portal monitored weekly to identify applications that have an access or biodiversity impact.

Linhouse Circular (core path WL13) was patrolled. Litter picked site, removed old Shopping Trolley. Public engagement while on route.

A number of planning applications have been commented on regarding access and biodiversity including windfarm applications, housing developments at East Calder, Clappertonhall and Pumpherston and development at Seafield.

The Ranger Service had a meeting with Police Scotland's Rural Crime and Community Liaison Officers to look at closer working relationships and how we can work together to solve some of the anti-social and criminal issues affecting the country parks and wider countryside.

The Ranger Service is getting the first tentative enquiries from schools in regards to a resumption of outdoor education sessions. Given the current surge in access work/enquiries and the doubling of visitor numbers to Parks & Woodlands sites since Covid, (especially the country parks), we don't expect to be able to offer such visits this side of the summer holidays.

We received a public complaint about the litter and anti-social behaviour at Jaggy Valley, behind Skivo Wynd. Advised customer it is private land and a police issue, but passed concerns on to landowner, who subsequently attended site to clear away broken glass etc.

A Ranger inspected Dedridge Pond paths after concerns relayed that they were in a poor state. While improvements can certainly be made, the paths are in good condition compared with most others in West Lothian and are therefore not a priority at this time.

D6 Open Space and Cemeteries

Ladywell - Heatherbank Park works are complete apart from snagging issues and topsoil/seeding - to be done this coming month.

Bellsquarry - The consultation report from the first round of community participation can be viewed at www.westlothian.gov.uk/parkinfo . Second round voting has been carried out. Results are to be collated and analysed.

The Open Space Officer continues to give support and advice to groups with Town Centre Fund projects, including Ladywell Community Garden and Adambrae tree planting.

Open Space Enquiries

There were three Open Space enquiries for this reporting period in 2021.

	2021	2020
Childrens Play Enquiries	3	1
Safety Issues In Play Areas	0	1
Total	3	2

Cemeteries Routine Works

Routine grass cutting and weed control tasks have been completed. Seasonal maintenance works and lair reinstatement and burial duties are ongoing across the cemetery estates.

Cemeteries Enquiries

There were 97 Cemeteries enquiries for this reporting period in 2021.

	2021	2020
Cemeteries General Enquiries	15	7
Cemetery Property Vandalised	1	0
Complaint Cemeteries and Burials	2	2
Lair Enquiries	10	6
Lair Sunken or Uneven	0	1
Memorial/ Headstone Works	17	4
New Interment Booking	33	20
Purchase of Interment Lair	19	2
Total	97	42

E. CONCLUSION

The Education, Engagement and Enforcement team have continued to deal with enquiries as they are logged following COVID-19 guidance.

The Open Space Officer is continuing with their ongoing support and advice to groups with Town Centre Fund projects.

F BACKGROUND REFERENCE

None

Appendices/Attachments: None

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Jim Jack
Head of Operational Services
13 May 2021

DATA LABEL: PUBLIC



LIVINGSTON SOUTH LOCAL AREA COMMITTEE

HOUSING CUSTOMER AND BUILDING SERVICES

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide the Local Area Committee with an overview of the service activities within the Livingston South Ward.

B. RECOMMENDATION

The Local Area Committee is asked to note Housing, Customer and Building Service activity as detailed in the ward report for the period Quarter 4 - 1st January 2021 to 31st March 2021.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs. Being honest, open and accountable. Providing equality of opportunities. Making best use of our resources. Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Housing (Scotland) Act 2001 Housing (Scotland) Act 2010
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	There is no impact
V Relevance to Single Outcome Agreement	There are positive impact on the following SOA indicators: SOA4 – we live in resilient, cohesive and safe communities SOA8 – we make the most effective use of resources by minimising our impact on the built and natural environment
VI Resources - (Financial, Staffing and Property)	None

VII	Consideration at PDSP	Yes
VIII	Other consultations	N/A

D. TERMS OF REPORT

D1. Housing Performance Information

The purpose of this report is to provide the Local Area Committee with an overview of the activities of Housing, Customer and Building Services, specific to the Livingston South Ward.

Property Void & Let Performance: Mainstream Tenancies

Void Period	Jan 21	%	Feb 21	%	Mar 21	%	WL Target %
0-2 weeks	0	0%	1	25%	1	33.3%	55%
2-4 weeks	0	0%	0	0%	0	0%	30%
4+ weeks	4	100%	3	75%	2	66.7%	15%
Total Lets	4	100%	4	100%	3	100%	100%

Property Void & Let Performance: Temporary Tenancies

Void Period	Jan 21	%	Feb 21	%	Mar 21	%	WL Target %
0-2 weeks	0	0%	1	100%	0	0%	55%
2-4 weeks	4	100%	0	0%	1	33.3%	30%
4+ weeks	0	0%	0	0%	2	66.7%	15%
Total Lets	4	100%	1	100%	3	100%	100%

Delays in re-letting can occur for a variety of reasons. The type or location of the property, the completion of void work or the identification of additional works not visible during the initial inspection and time taken ensuring that vulnerable persons are supported through the viewing and sign up process. Some of our applicants have specific support requirements which require detailed planning and co-ordination by both social work and housing services prior to tenancy commencement.

There was 11 Mainstream Lets and 8 Temporary Tenancy Lets during the Quarter

D2. Arrears Performance – Financial Summary.

For the Livingston South ward the collection rate for the YTD in Q4 remains excellent at 99.1%. Livingston South has collected £5,717,164 vs a charge of £5,770,167.

The overall increased arrears in comparison to last year are as a result of Full-Service Universal Credit being introduced in West Lothian from May 2018, along with other Welfare Benefit reforms and the current economic climate.

In the same week last year Livingston South ward had 186 Universal Credit (UC) households. Since then the number of UC households has increased by .0%.

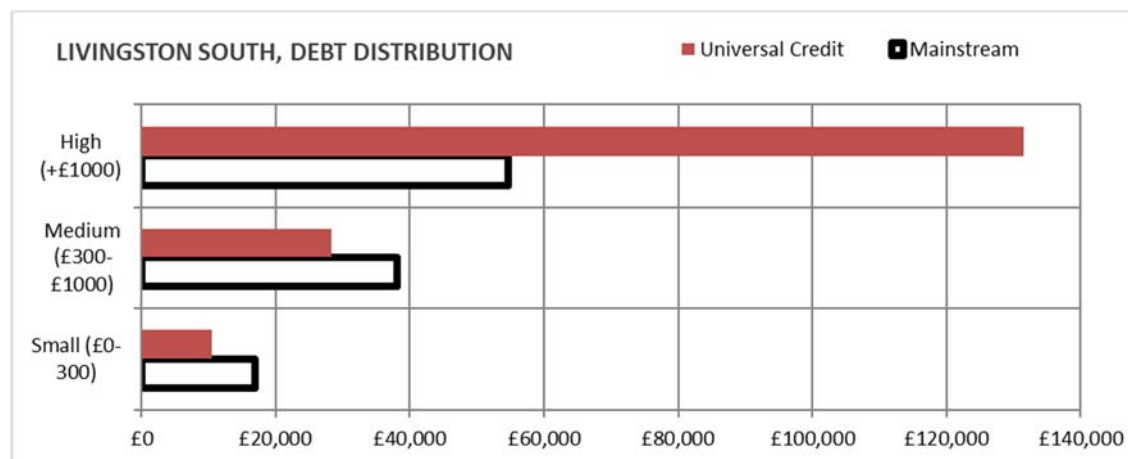
The number of tenancies in arrears in this ward has decreased by 14 since last year. Small debt cases (£300 or less), account for 51.8% of households.

There are 80 serious arrears cases (+£1000 in arrears). These cases are 19.3% of all households in arrears in this area, containing 66.5% of the debt.

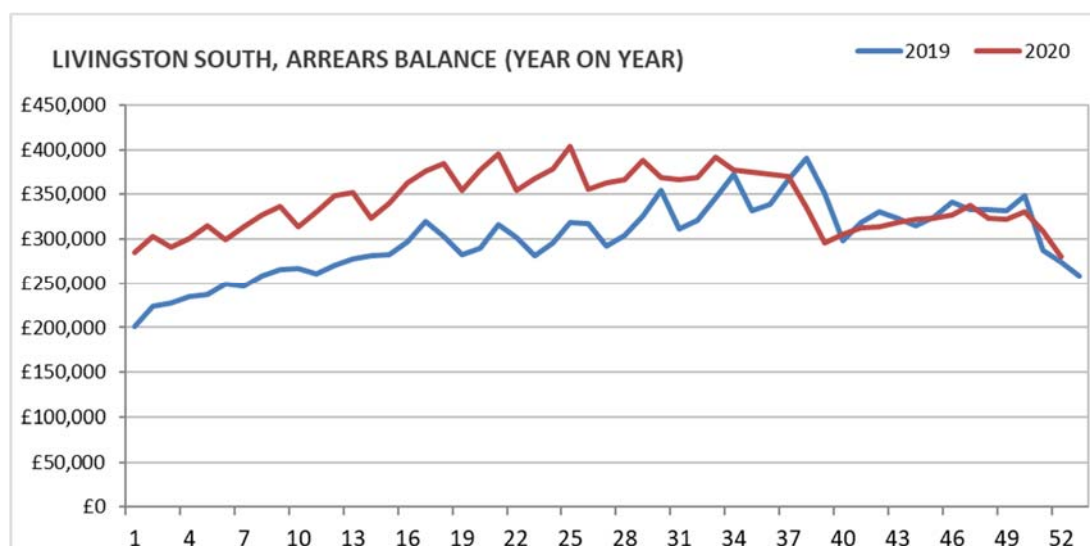
The arrears position for Livingston South Q4 is £280,062. This is an increase of £21,569 on last year's position. The West Lothian overall position is currently £2,978,530.

During the course of this year we plan to focus on the following:

- Making best use of resources by considering communicating more with customers through SMS, email and telephone.
- Benchmarking with other local authorities to ensure we identify and consider implementing any best practice.
- Performance Monitoring and Reporting will be reviewed and where appropriate streamlined to ensure information is meaningful and robust to assist with improving rent arrears due.
- Promote Alternative payment methods, particularly the Tenant's Self-Service Portal



Arrears Banding	2019/20 (WK53)				2020/21 (WK52)			
	Mainstream		UC		Mainstream		UC	
	Balance	Cases	Balance	Cases	Balance	Cases	Balance	Cases
£0.01 to £99.99	£3,458	83	£945	18	£2,556	61	£1,377	32
£100.00 to £299.99	£14,533	75	£7,775	41	£14,320	75	£9,185	47
£300.00 to £499.99	£11,595	30	£14,364	37	£12,416	32	£8,627	23
£500.00 to £749.99	£10,752	18	£14,930	25	£13,786	23	£10,321	17
£750.00 to £999.99	£7,946	9	£10,359	12	£11,837	14	£9,436	11
£1000.00 to £1999.99	£31,900	21	£36,757	27	£18,167	13	£33,217	25
£2000+	£19,333	7	£73,846	26	£36,483	11	£98,333	31
Group Total	£99,518	243	£158,976	186	£109,565	229	£170,497	186
Movement					(+) £10,048	(-) 14	(+) £11,522	(+) 0
Overall Total			£258,493	429			£280,062	415
Overall Movement							(+) £21,569	(-) 14



D3. Livingston Team Activity.

Officers in the team in Q4 have been working from home as a result of lockdown measures. Officers initially were making contacting with as many tenants as possible to officer advice and assistance to ensure that any support and guidance was given and signposting to other services such as Advice Shop and Foodbank.

The focus on rent arrears activity has continued to be a weekly priority task for the team and will continue to work with all our tenants in offering the support, advice and assistance. Such assistance includes referrals for money and debt advice, benefit health checks, completion of income and expenditure to help set up a sustainable payment plan and where appropriate, assist with applications for Discretionary Housing Payments. Officers have also been doing targetted work to encourage tenants to update their universal credit journals as many have not updated their housing costs in April following the rent increase meaning they are losing out on money they are entitled to.

During Quarter 4 whilst we have continued in the main with home working for staff, we have required to mobilise more officers in order we could progress requests for mutual exchanges and other essential housing management tasks which has required a presence within the office/community, whilst adhering to health and safety measures. This has been a challenging time for the service and we have worked with our Health & Safety advise and Trade Unions to ensure we have safe operating

systems, risk assessments and personal protection equipment so that we are safe guarding our staff whilst undertaking key essential tasks at this time

D4. New Build Housing

WLC New Build Activity	Site	No of units	Site Start	No. of Houses Handed Over	Site Completion
WLC	Almond Link	20	Feb-16	20	Apr-17
WLC	Lammermuir	44	Jun-16	44	Jan-19
WLC	Almondvale Stadium	37	Aug-17	37	Oct-19
WLC	Eagle Brae	29	Apr-21	0	May-22
WLC	Brucefield	33	Jul-19	16	Dec-20
RSL New Build Activity	Site	No of Units	Site Start	No of Units Handed Over	Site Completion
West Lothian Housing Partnership	Kirk Lane	6	Sep-19	6	Mar-20
West Lothian Housing Partnership	Almondvale	146	Mar-19	0	Sept-21
Almond Housing Association	Cloverbank, Ladywell	12	Sep-19	12	Nov-20
Places for People	Quentin Court	18	Dec-18	0	June-21
Places for People	Brotherton Farm, Polbeth	23	Mar-19	23	Aug-20

D5. Tenant Participation Update Q 4 January – March 2021

During the winter months, the TP Team continued to carry out the schedule of meetings with tenants using online resources to ensure TP continues in all aspects of service delivery.

Tenants Panel

Tenant members continued to take part in monthly meetings with senior managers and the Head of Service, discussing service improvements and developments as well as receiving updates from each service area on implementing the changes imposed by the pandemic to deliver services and changes to working protocols. Members have also been involved in performance scrutiny, questioning information and results over this period.

Capital & Repairs Working Group (CaRs)

Managers from Building Services and the Strategy & Development Team met with tenant members to discuss major improvement works, update them on the various projects being carried out and share benchmark information. Building Services provided an overview of Complaints, Processes & Analysis at the January meeting and the Central Void Team (CVT) pilot in March; tenant representatives were very impressed with the way the CVT are processing void properties.

These meetings ensure that tenants views are taken onboard and offers another method of scrutinising service delivery.

Tenant Participation Development Working Group (TPDWG)

Members meet to ensure TP stays high on the services agenda, looking at ways of engaging with more tenants. They have also been reviewing the current TP Strategy with an emphasise on digital engagement and inclusion. The TP Team have carried out a review of the roles and remit of each group and discussed this with members for their understanding and approval.

Editorial Panel

With the use of Adobe Reader, members are now able to review publications and propose changes online prior to meeting. This was carried out with them in February/March for the spring edition of Tenants News, which will be solely published online on the council website in April 2021. The Editorial Panel have also been involved in reviewing letters and online information intended for tenants, with regard to the new Housing Allocations Policy

Consultations

Tenants were supported by staff from Housing, Strategy & Development and the TP Team to complete two consultation in January and February. The first from the Scottish Housing Regulator on the EESSH" Indicators for the Annual Return on the Charter and the second on New Build Heat Standard Consultation. These were completed, agreed and submitted online during the course of the meetings.

TP Facebook Group

The TP team continue to see a steady rise in the number of tenants following posts on the TP Facebook Group Page. The team post useful information from various sources such as Scottish Government, NHS and the Council's Corporate websites as well as queries from tenants and light-hearted quotes and phrases. The team are working with the Tenant Participation Development Working Group to ensure they have a method of communicating with fellow tenants.

Tenants Panel New Build Planning & Progress Meeting

Housing, Strategy and Development met with the members of the Tenants Panel to provide an update on the progress and planning of current and future new build sites. The Panel will meet six monthly for updates on these projects.

Tenants Learning & Development Sessions

A session was held in March on the Rapid Rehousing Transition Plan to update tenants on progress made against the plan and to discuss future planning. Further virtual sessions have been planned on various topics up to July this year.

Team Meetings

Weekly Performance and Change (P&C) meetings have allowed team members an opportunity to meet via WebEx and catch up with colleagues and discuss workloads and priorities. As a close-knit team where work can cross over to various members, this catch up time gives everyone an opportunity to find out what work is being carried out and where they may be able to assist.

D6. Safer Neighbourhood Team Update

The Safer Neighbourhood Team (SNT) officers continue to work across the nine multi member ward areas as an integral part of the Community Safety Unit. In all the wards, partnership working involves the local housing team, council officer with the SNT and officers from Police Scotland and the Scottish Fire and Rescue Service all working together to tackle antisocial behaviour. When necessary, the partners will liaise with partners from the voluntary organisations including West Lothian Youth Action Project, Mental Health advisory workers and private landlords in order to reduce antisocial behaviour. The Safer Neighbourhood Team of 9 officers work in two zones, the East and the West zones whilst at the same time, cover all areas whilst on shift. All the officers now deal with noise nuisance calls as part of their working remit to reduce antisocial behaviour (ASB).

The outcome returns for Quarter 4 – January, February, March 2021 are from both teams in the West and East zones. Officers continue to add their details of enquiries/incidents and ASB cases onto the Open Housing system.

During Quarter 4, the Covid19 pandemic continued to have an impact on the service that officers were able to provide although constraints were lifted slightly during the restrictions. Since October 2020, when Service Recovery Plans enabled the Safer Neighbourhood Team Officers to be able to be mobilised again, SNT officers have had the ability to take formal legal action where necessary for some enquiries. Officers have continued to work a blended model of working, carrying out some home working as well as office and community-based work for enquiries.

Within communities and within agreed safety guidelines, SNT officers could speak to complainers and alleged perpetrators, gather witness statements and evidence for enquiries and be able to witness some antisocial behaviour. They were also able to (distantly) meet with Police and other partners for joint visits.

From home, officers continued to provide a telephone service were able to telephone complainers and alleged perpetrators as well as corresponding with written letters and e-mails. They have provided advice and assistance, telephone mediation, issued warning letters where there was evidence to do so and increase partnership working.

Noise

A joint visit with a Community PC to a noise complaint resulted in the issue being monitored by the SNT.

General

SNT provided advice to a customer who was reporting issues regarding problem tenancy issues with a new neighbour.

Warnings

A first warning was served on a private tenant in Dedridge, and the Landlord contacted, who was receptive to dealing with the complaint

E. CONCLUSION

To note the contents of the report.

F. BACKGROUND REFERENCES

None

Appendices/Attachments:

None

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Date: 13th May 2021

DATA LABEL: PUBLIC



LIVINGSTON SOUTH LOCAL AREA COMMITTEE

THE LANTHORN CENTRE, LIVINGSTON – PROGRESS UPDATE

REPORT BY HEAD OF FINANCE AND PROPERTY SERVICES

A. PURPOSE OF REPORT

To provide an update on progress following the temporary closure of The Lanthorn Centre on 2 April 2021.

B. RECOMMENDATION

It is recommended that Local Area Committee:

1. Notes that a report detailing a proposed programme of remedial works will be presented to Council Executive prior to the summer recess.
2. Notes the progress made relocating services delivered from The Lanthorn Centre.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; working in partnership
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Health & Safety at Work Act 1974.
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	Performance in relation to the services delivered for The Lanthorn Centre may be impacted during the period of relocation.
V	Relevance to Single Outcome Agreement	We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI	Resources - (Financial, Staffing and Property)	The approved General Services Capital Programme for 2021/22 to 2027/28 includes £150,000 to undertake the necessary further intrusive investigations, design development and options appraisal.

VII	Consideration at PDSP	Not applicable.
VIII	Other consultations	Consultation has taken place with the Trustees, Lanthorn Community Education Association and affected groups.

D. TERMS OF REPORT

D.1 Background

Reinforced Autoclaved Aerated Concrete (RAAC), often referred to as Siporex, is a lightweight construction material that was commonly used in buildings between the 1960s and 1980s. A series of inspections undertaken by specialist engineers on the condition of the RAAC roofs at The Lanthorn Centre identified significant structural issues with the RAAC roof planks present. As a result, Council Executive approved the temporary closure of The Lanthorn Centre and Church Annexe from 2 April 2021 for a period of approximately 24 months whilst repair works are carried out.

D.2 Repair Strategy

Specialists have been appointed to develop technical solutions to resolve the structural issues, prepare an indicative programme and provide budget costs for the works. The outcome of this exercise will be reported to Council Executive prior to the summer recess.

D.3 Relocation of Services

Officers are engaging with the Trustees, Lanthorn Community Education Association (LCEA), partners and users of The Lanthorn Centre to relocate as many lettings and activities as possible within the wider council portfolio.

- The click/collect library service has continued with a collection and drop off point from Arrochar House.
- Library services will resume from Torridon House, with browsing and Public Access PC's available from May 2021
- A council/LCEA joint group continues to work relocating user groups to suitable alternative accommodation

D.4 CCTV

The existing CCTV system located at The Lanthorn Centre will continue to operate during the period that the building is closed. Regular checks will be undertaken to ensure that the CCTV is fully operational. Safety procedures are being developed to allow access to the building for Police Scotland to download images for the purposes of detecting and preventing crime.

D.5 Communication

A dedicated online information hub for The Lanthorn Centre has been set up. The hub aims to provide the local community with up-to-date information on progress to relocate services, carry out structural repairs and re-open the centre. It can be found online at www.westlothian.gov.uk/lanthorncentre

A series of FAQs have also been published on the hub. These will be updated as and when more information becomes available.

A dedicated email address - lanthorn@westlothian.gov.uk - has also been established should interested groups/individuals have specific questions.

A Project Steering Group has been set up to oversee the management of The Lanthorn Centre project from the demobilisation phase through the construction phase and subsequent reopening. Its membership contains representatives from the Trustees, Lanthorn Centre Education Association, local groups, all four local councillors and relevant council officers.

E. CONCLUSION

Inspection of the RAAC roof planks at The Lanthorn Centre has identified significant structural issues. As a result, the building, including the Church Annexe, temporarily closed from 2 April 2021 until a solution can be found to remedy the significant structural issues. A report detailing a proposed programme for the remedial works will be presented to Council Executive prior to the summer recess.

A council/LCEA joint group continues to work relocating user groups to suitable alternative accommodation.

F. BACKGROUND REFERENCES

The Lanthorn Centre, Livingston – Significant Structural Issues. Report by Head of Finance & Property Services to Council Executive, 23 March 2021:

Appendices/Attachments: None

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E-mail: ross.macdonald@westlothian.gov.uk

Donald Forrest,
Head of Finance & Property Services
13 May 2021

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

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

built and natural environment.

VI Resources - (Financial, Staffing and Property)	Activities will be funded from existing budgets or external sources.
VII Consideration at PDSP	Annual updates on regeneration plans will be presented to the Community Planning Partnership board.
VIII Other consultations	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 Eliburn 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 31st 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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Craig McCorriston

Head of Planning, Economic Development and Regeneration

13 May 2021.

LADYWELL

Community Survey Findings Report

February 2021



produced by ladywell regeneration group

Contents

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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.

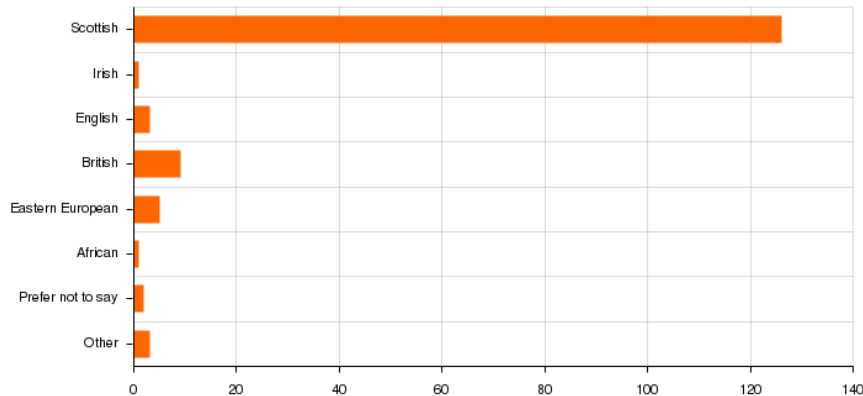
If you want to find out more about the work of the Ladywell Regeneration Group please contact:

Lesley Keirnan, Community Regeneration Officer at lesley.keirnan@westlothian.gov.uk

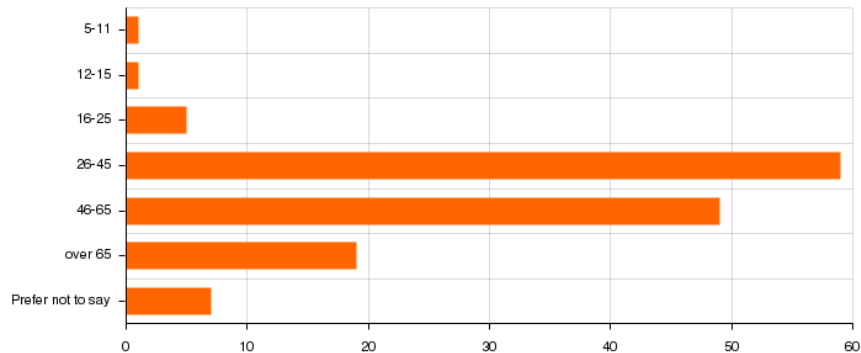


Breakdown of demographics of participants

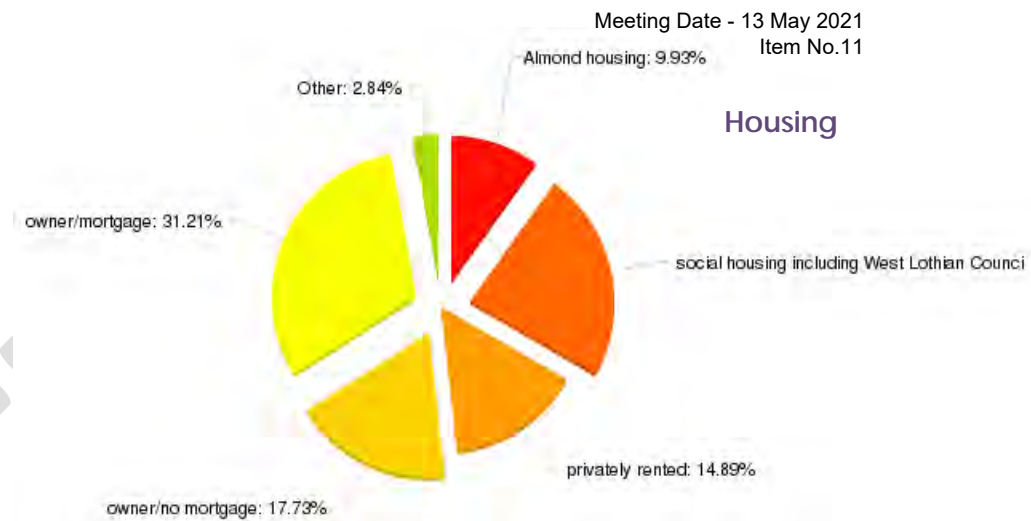
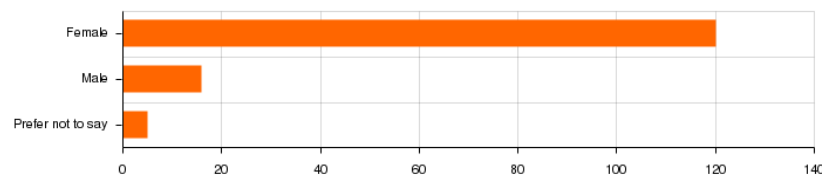
Identity of 141 participants that completed this question



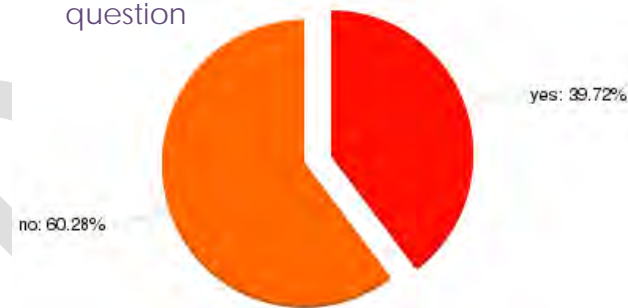
Age range of 141 participants that completed this question



gender of 141 participants that completed this question



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

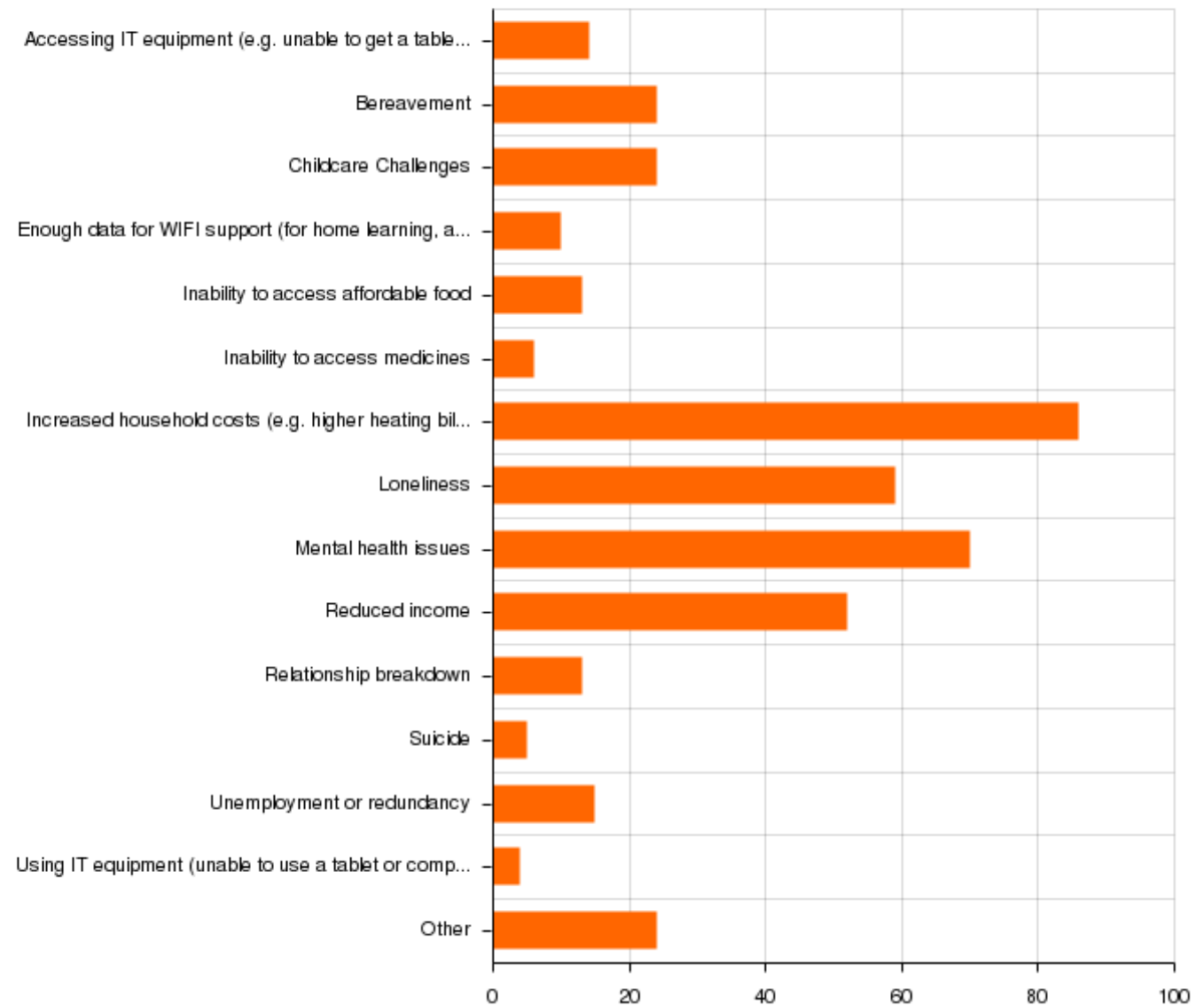


From the 138 responses that left postcodes we are able to determine that 1.53% of the Ladywell population undertook this survey. Of this 26% live within the bottom 20% SIMD (Scottish Index of deprivation) areas

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.

-

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
-

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
-

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
-

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

-

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 Knightsbridge 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.

DRAFT

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 women 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%

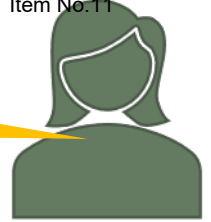
Bereavement

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

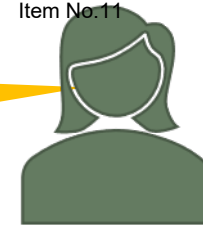
Household costs: increased heating costs, increase food bills, with less money coming in the house, mounting bills,

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

Key themes of the:

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

What could make things better?



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

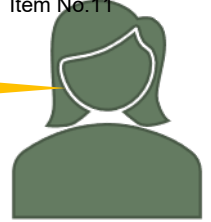
Home learning: support for kids, support for parents to support kids, no It equipment, its taking up too much time

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

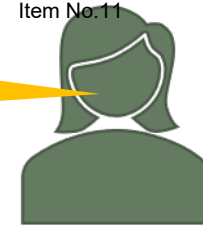
Nature, open space, walking: enjoying fresh air and wildlife, reconnecting with nature, finding new walks, exploring!

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,



LIVINGSTON SOUTH LOCAL AREA COMMITTEE – August 2021 WORKPLAN 2021-22

	Issue	Purpose	Lead Officer	Date
	Housing report	Quarterly update on housing issues	Sandy Ross	All Meetings
	Police report	Quarterly update on police activity	Iain Wells	All Meetings
	Operational Services report	To provide a quarterly update report on activity	David Lees	All Meetings
	Fire and Rescue	To provide quarterly update report on activity	Stuart McNiven	All Meetings
	Community Regeneration Report	Update on Regeneration Plans	Lesley Keirnan	All Meetings
	Capital Town Centre Fund	Update report on progress	Lesley Keirnan	August 2021
	Pensioners Christmas Fund	Annual Pensioners Christmas fund	Lesley Keirnan	Nov/Dec 2021
	St Margaret's Academy	To provide an annual report on activity and attainment at the school and cluster primaries	Siobhan McGarty	September
	James Young High School	To provide an annual report on activity and attainment at the school and cluster primaries.	Tricia Gallagher	November
	Inveralmond Community High School	To provide an annual report on activity and attainment at the school and cluster primaries.	Suzie Young	February 2022
	Livingston South Blue Green Network	To provide update on project	Graeme Hedger	TBC
	Anti-poverty services	Annual update report	Elaine Nisbet	Nov/Dec 2021
	Planning report	Yearly Update on future planning intentions in the ward	Chris Alcorn	TBC

DATA LABEL: Public

LIVINGSTON SOUTH LOCAL AREA COMMITTEE

TIMETABLE OF MEETINGS 2021-2022

Reports to committee officer by 12 noon	Agenda Issue	Meeting Date	Room
Thursday 25 August 2021	Friday 26 August 2021	Thursday 2 September 2021	TBC
Thursday 3 November 2021	Friday 4 November 2021	Thursday 11 November 2021	TBC
Thursday 2 February 2022	Friday 3 February 2022	Thursday 10 February 2022	TBC
Thursday 13 April 2022	Friday 14 April 2022	Thursday 21 April 2022	TBC

All meetings will commence at 9.30am – venue to be advised in due course