

Action from ED&I Committee 7 February 2023	
Agenda Item No:	13
Agenda Item:	Question Time
Responsible Officer:	Donald MacRae
Information Sought:	Response:
With regard to the Dial M Service, Councillor Warren sought further clarification on how this service could be accessed as, in her capacity as Older Person Champion, it appears that many older people are not aware of this. In response, the Head of Environmental and Commercial Services advised that promotional activity and marketing is underway as Dial M transitions to M-Connect. Councillor Warren further stated that Age Scotland are willing to promote the M-Connect service through their platform.	The existing telephone booking number is still available to use along with the new app that can be downloaded by those using technology. Promotional material features both the telephone number and details of the app. Assistance is also available at the info hubs in libraries across Moray and assistance can also be given at the Council access point. The Senior Project Officer for the Bus Revolution project made contact with Kay Wood, National Community Development Officer for Age Scotland (NE Scotland, Orkney & Shetland). A meeting was held to discuss how Age Scotland could promote the service. The Senior Project Officer also attended Age Scotland's annual survey meeting in April to discuss the project and to answer any questions attendees had on the project. It was agreed that Age Scotland will actively promote the service to their members.

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