



**Corporate Plan Community Engagement Event  
16 November 2022  
Elgin Town Hall**

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## Overview/Summary

PEOPLE	DIGITAL ECONOMY	PLACE	ACCEPTING OF CHANGE
<ul style="list-style-type: none"> <li>✓ Social housing – not enough</li> <li>✓ More opportunities for young people to ??</li> </ul>	<ul style="list-style-type: none"> <li>✓ Not good for all</li> </ul>	<ul style="list-style-type: none"> <li>✓ Bringing other services to the area e.g. Boeing</li> </ul>	<ul style="list-style-type: none"> <li>✓ Great if it works</li> </ul>
COMMUNITY	WHAT DO PEOPLE DO?	FUTURE	OTHER
<ul style="list-style-type: none"> <li>✓ School estate – to accommodate priorities of support Hubs, Libraries &amp; Leisure</li> </ul>	<ul style="list-style-type: none"> <li>✓ Lots of houses</li> </ul>	<ul style="list-style-type: none"> <li>✓ Health care in the community</li> <li>✓ Supportive infrastructure to build and attrct</li> </ul>	<ul style="list-style-type: none"> <li>✓ Good involvement</li> </ul>

## 1. OUR PLACE

Key Topics for you:	Do you feel this is a:				Comments:
i. Active Development Trust	Strength	Weakness	Opportunity	Threat	a. Making partnerships with anchor organisations & don't replicate what's already happening.
ii. Dufftown	Strength	Weakness	Opportunity	Threat	b. CAT – Dufftown clock tower – needs support from Moray Council Develop the town, would like to do the toilets. How do we know engage with council, how do we get there and who do we talk to?
iii.	Strength	Weakness	Opportunity	Threat	c. (Speyside) Good community spirits, Library Aberlour community resource. Sometimes communities can focus inwards.
iv. Parking on High Street Aberlour	Strength	Weakness	Opportunity	Threat	d. Congestion in Square.
v. Lack of housing (Aberlour)	Strength	Weakness	Opportunity	Threat	e. There is a huge demand for housing in the area and jobs can't be filled as people, especially young people can't get housing if they are new to the area to fill posts e.g. Teaching, Walkers factory. Too many of the houses are Air BnB holiday homes.
vi. Housing	Strength	Weakness	Opportunity	Threat	f. Housing availability & affordability. Not enough houses available & long term rent in our area Beit plenty, Air BNB – affects recruitment & retention.

Key Topics for you:	Do you feel this is a:				Comments:
vii. Transport / Connectivity	Strength	Weakness	Opportunity	Threat	g. Rural areas poorly connected meaning yours and older people cannot access services where funding is more concentrated.
viii. The Future – Boundaries planned (political?)	Strength	Weakness	Opportunity	Threat	h. Toilets XX
ix.	Strength	Weakness	Opportunity	Threat	i. XX processes
x.	Strength	Weakness	Opportunity	Threat	j. Think public toilets should be funded by the council, costs of toilets is not what is advertised. Aberlour did and have issues during Covid. It should be a statutory responsibility.
xi.	Strength	Weakness	Opportunity	Threat	k. High street is dying; local shops dying due to deliveries; High Street killed by retail parties; can't park in town (St Giles); Keith has varied High Street; made better use of Flemming Hospital as did provide palliative care, still needs to be provided somewhere else, travelling issues; provision for palliative care.
xii.	Strength	Weakness	Opportunity	Threat	l. Lots of good things being done by community councils but too much emphasis on communities to meet needs.
xiii. (Lossie) Parking at new pool / Community Centre / Library	Strength	Weakness	Opportunity	Threat	m. Major issue which we have tried to have parking at our new build – we have been advised that we can't have it as landscaping (£65k) must be done. The building will become a white XX if we cannot encourage use of the building.

Key Topics for you:	Do you feel this is a:				Comments:
xiv. Public Toilet	Strength	Weakness	Opportunity	Threat	n. In a disgraceful state – the ones run by the community are in a fit state – the local authority not!
xv.	Strength	Weakness	Opportunity	Threat	o. XX
xvi.	Strength	Weakness	Opportunity	Threat	p. High Street deterioration, our own creation. Need community spaces, affordability in High Street premises.
xvii.	Strength	Weakness	Opportunity	Threat	q. Play parks & PB exercises; effective engagement.
xviii. High Street	Strength	Weakness	Opportunity	Threat	r. Lack of development.
xix. Travel	Strength	Weakness	Opportunity	Threat	s. Lack of travel options in rural areas; Limited travel between villages & towns.
xx. Broadband	Strength	Weakness	Opportunity	Threat	t. Digital connectivity is “patchy” – need a clear road map to speedy improvement.
xxi. Transport	Strength	Weakness	Opportunity	Threat	u. Joined up thinking of transport, links between communities.
xxii. Libraries	Strength	Weakness	Opportunity	Threat	v. These are a tremendous resource that can be used multi-generational
xxiii.	Strength	Weakness	Opportunity	Threat	w. Parents in communities communicated to better to persuade access to these activities; stronger working relationships and volunteer groups; readily available affordable training.
xxiv. Town Centre Improvement Plans	Strength	Weakness	Opportunity	Threat	x. Looking forward to community groups working with moray Council to deliver local priorities.
xxv. Housing	Strength	Weakness	Opportunity	Threat	y. Inner housing stock disappearing over the next few years.

## 2. SUSTAINABLE & FINANCE

Key Topics for you:	Do you feel this is a:				Comments:
i. Finance	Strength	Weakness	Opportunity	Threat	a. Housing – Paid for new council house heating and double glazing however homes are (my own MC property) not insulated. Opportunity – Carbon footprint EIS policy bring to front.
ii. Range of council services	Strength	Weakness	Opportunity	Threat	b. Better marketing of range of council services e.g. services also offered by private companies (wasp nest removal etc.) which public are not adequately aware of and are therefore missed opportunities. Council tax components could also be more ‘build your own package’ to individualise and streamline costs (and give residents more agency).
iii.	Strength	Weakness	Opportunity	Threat	c. Council tax increase 5 years ago might have been ok but it was frozen; if services cut then more reliance on volunteers and no capacity; Increase discretionary charges make choices within if possible.
iv.	Strength	Weakness	Opportunity	Threat	d. Marketing the services, is this done well enough? Charge commercial rate e.g. wasp nest removal; Get more people to use chargeable services.
v.	Strength	Weakness	Opportunity	Threat	e. New windows and heating on 1950s house but no insulation
vi.	Strength	Weakness	Opportunity	Threat	f. Community benefit money from windfarms - what else can be done with this money? Insulation of houses –

Key Topics for you:	Do you feel this is a:				Comments:
					would that fit? Grants for insulation are underused.
vii.	Strength	Weakness	Opportunity	Threat	g. Move to digital is okay but still need help for some folk to be able to access this.
viii. External funding	Strength	Weakness	Opportunity	Threat	h. Need to support groups / services; over reliance of external funding for long term projects.
ix.	Strength	Weakness	Opportunity	Threat	i. Options to face to face Comms; Other people need support and mental health issues; Hard to put a price on interaction.
x. Digital	Strength	Weakness	Opportunity	Threat	j. Acceptance changing services; Digital is time consuming in some areas of Moray; Mobile services; Grant IT works.
xi.	Strength	Weakness	Opportunity	Threat	k. Not sure how the council can balance for all.
xii. Local sustainability	Strength	Weakness	Opportunity	Threat	l. Vigorous communication will provide housing, employment etc.; difficult to complete.
xiii.	Strength	Weakness	Opportunity	Threat	m. Digitalisation in an aging community, no larger population of older folk becoming older cannot XX
xiv.	Strength	Weakness	Opportunity	Threat	n. Doctors accessibility through digital means convenient for me (37), not great for 73 year old father.
xv. Face to face meetings	Strength	Weakness	Opportunity	Threat	o. It appears that from my point of view money savings is a higher priority than letting people go face to face.
xvi. Future	Strength	Weakness	Opportunity	Threat	p. Some wonderful aspirations around improving life for residents – how can

Key Topics for you:	Do you feel this is a:				Comments:
					this be done when savings of £21million have to be made?
xvii. Access point in Library	Strength	Weakness	Opportunity	Threat	q. See strengths but Forres online project shows that there are a number of people not digitally confident.
xviii. Procurement	Strength	Weakness	Opportunity	Threat	r. Push more and more towards community benefit contracts and clauses; also looking at corporate contracts and adding these to the community wish list; you can break contracts up (Nicola) smaller contracts that allow local contracts to reduce food miles.
xix. Online first	Strength	Weakness	Opportunity	Threat	s. Lots of communities don't have access to broadband or going to a library if you don't have a car.



### 3. OUR PEOPLE

Key Topics for you:	Do you feel this is a:				Comments:
i. Volunteer services	Strength	Weakness	Opportunity	Threat	a. Reliance on volunteers to provide many services is great where it works, but a threat to their sustainability.
ii. Interactions between council and its communities	Strength	Weakness	Opportunity	Threat	b. Improving the conversations so that when community groups talk to council employees there is a greater degree of listening, so we can come to outcomes, if we can make this better it will be a real opportunity.
iii. Housing, jobs	Strength	Weakness	Opportunity	Threat	c. Needs more housing for lower income people
iv. (Aberlour) Funding officer	Strength	Weakness	Opportunity	Threat	d. Many of the communities run their own groups but lack experience in relation to funding for various projects. An experienced funding officer would be helpful to go around the various groups.
v. Key young person's travel (bus)	Strength	Weakness	Opportunity	Threat	e. Free bus pass for under 22s; Lack of housing for our young families.
vi. Education & housing	Strength	Weakness	Opportunity	Threat	f. Improving education not only benefits residents but also attracts people to area.
vii. Accessibility to services	Strength	Weakness	Opportunity	Threat	g. Importance of maintaining options of accessing services rather than 'digitalising' every aspect, particularly in context of ageing population.
viii. Young people	Strength	Weakness	Opportunity	Threat	h. Very few opportunities for young people to spend leisure time productively, leading to community turmoil; problems with anti-social behaviour, vandalism

Key Topics for you:	Do you feel this is a:				Comments:
					etc.; missed opportunities for developing the younger demographic. With better opportunities, the incentive to stay in the area as well as the potential return for the community would be increased.
ix.	Strength	Weakness	Opportunity	Threat	i. Funding officer employed to give advice and guidance for projects.
x.	Strength	Weakness	Opportunity	Threat	j. When we do surveys, what happens and who takes things forward? E.g. responding to issues like car parking in the new facility in Lossie.
xi.	Strength	Weakness	Opportunity	Threat	k. Homecare – Nursing home provision; Need resource; Funding; Recruitment; Respite; Flexibility Parking at Lossie High School; Transport to get people home from hospital; Remove some of the barriers for community to help; In work poverty; Teachers – why are they reluctant to come to Moray? 1 year probationary contract issue Schools – Space; Capacity; quality of infrastructure. Respite – ASN families.
xii. People	Strength	Weakness	Opportunity	Threat	l. Need to look at vulnerable; also remember that there are lots of people in work who experience poverty.

Key Topics for you:	Do you feel this is a:				Comments:
xiii. Attainment	Strength	Weakness	Opportunity	Threat	m. Importance of school attainment and need to recruit more teaching staff, also retain probationary teachers; more incentives.
xiv. Care	Strength	Weakness	Opportunity	Threat	n. Partnership approach to care; Funding for private sector to invest in care home infrastructure.
xv. Home care & care for older people	Strength	Weakness	Opportunity	Threat	o. Lack of care services for older people and reduction in workplace (lack of respite > people with domestic > puts stress on carers and the burn out > person ends up in hospital).
xvi. Home care	Strength	Weakness	Opportunity	Threat	p. Need to look at transition from hospital to care, more respite for carers.
xvii.	Strength	Weakness	Opportunity	Threat	q. Lack of ASN. EIS stats – ASN increased by 300%, ASN cut by 50%. Teachers and social workers no training or qualifications in LDD. LDDs ignored kids no education get frustrated and expelled. Main stream in school not suitable for kids LDD. 10% for dyslexia, 1.1% autistic, 14% autistics dyslexic. Children of parents LFF 50 times more liable to be taken into care.
xviii. Affordable housing	Strength	Weakness	Opportunity	Threat	r. Social mix. What number of new properties are there, sizes of houses needed? Working from home increasing need for space.
xix. Opportunities for young people	Strength	Weakness	Opportunity	Threat	s. More opportunity; more activities to do; what jobs are available (Boeing).
xx. Data about economic elements	Strength	Weakness	Opportunity	Threat	t. What do people “do” in an area, e.g. Forres? It has grown rapidly but the

Key Topics for you:	Do you feel this is a:				Comments:
					economy has not grown in the same way. How can we boost the economic side? Need data twist?
xxi. Support to young people	Strength	Weakness	Opportunity	Threat	u. We have increased numbers of young people with mental health issues; Need training but lack of money; We have tell/tell signs of people struggling.
xxii. Transformation and change	Strength	Weakness	Opportunity	Threat	v. How to support older folk with digital changes.
xxiii. Keeping young people local	Strength	Weakness	Opportunity	Threat	w. Limited opportunities for careers and development for young people.
xxiv.	Strength	Weakness	Opportunity	Threat	x. Discussion groups keep audience to max 15.
xxv. Education and youth	Strength	Weakness	Opportunity	Threat	y. XX
xxvi. Covid volunteers – all volunteers	Strength	Weakness	Opportunity	Threat	z. Covid volunteers worked really well, why did it have to stop because covid “stopped”?
xxvii. Workforce	Strength	Weakness	Opportunity	Threat	aa. Not able to get staff.
xxviii.	Strength	Weakness	Opportunity	Threat	bb. Children with anxieties within schools – more structured pre-school curriculum. Additional affordable training readily available – mental health training. More accessibility for older generation. Labour shortage – how to get more workers; Young people need lower expectations; Education; Classes at College. Childcare for mums to promote back to work – in schools breakfast clubs, after school clubs etc. funded by council instead of external.

Key Topics for you:	Do you feel this is a:				Comments:
					Better communications through schools about opportunities – active schools. Digital by default – will it work for all? Over 70s may not benefit – need to keep a face to face for some.
xxix. Housing – affordable	Strength	Weakness	Opportunity	Threat	cc. Affordable housing is essential for young people, families, and schools. Each new estate should have a fixed group of affordable housing.
xxx. Poverty / cost of living	Strength	Weakness	Opportunity	Threat	dd. Weak on support available to residents of Moray.
xxxi. Learning estate	Strength	Weakness	Opportunity	Threat	ee. Development of school estate to accommodate community. Priorities, support hubs, libraries, leisure.
xxxii. Early Learning and Childcare	Strength	Weakness	Opportunity	Threat	ff. Opportunity to increase level of early learning and childcare.
xxxiii. Care workers	Strength	Weakness	Opportunity	Threat	gg. Lack of care workers; Recruitment and retention; Low paid wages; How can we change services; How do we value workers on front line; Can receive better wage in supermarket.
xxxiv. Rurality	Strength	Weakness	Opportunity	Threat	hh. Time it takes workers to go from appointment to the next.
xxxv. Social care for older people	Strength	Weakness	Opportunity	Threat	ii. How to communicate e.g. warm spaces, what collaboration with health services NHS. University needs bigger premises to retain graduates.
xxxvi.	Strength	Weakness	Opportunity	Threat	jj. How is more important to change opinion. The relationships with all the groups available.

Key Topics for you:	Do you feel this is a:				Comments:
					<p>Apathy with the process, not seeing anything change.</p> <p>Have a community website – digital transformation.</p> <p>Share assessment activities so that the people can see why a decision will be advertised.</p> <p>Investigate MOIA electric buses (it's a good system).</p> <p>Primary attainment should be given priority.</p> <p>Schools are a common hub that can be better utilised. Children and adults across all demographic segments meet at one location at a time.</p>
xxxvii. Poverty and mental health impact on families and children	Strength	Weakness	Opportunity	Threat	<p>kk. Attainment – future direction and achievement all pivots on family experience; Home school link workers in every primary school.</p> <p>Promote emotional and mental wellbeing in every school, invest in nurture provision.</p> <p>Invest in Buckie High School and swimming pool as a community hub for children and young people. Reduce anti-social behaviour, risk taking activities.</p> <p>Youth club at weekends.</p>
xxxviii. Younger people	Strength	Weakness	Opportunity	Threat	<p>ll. Bringing them back to Moray post university or keep them here.</p>
xxxix. Elderly digital challenges and education and socialisation	Strength	Weakness	Opportunity	Threat	<p>mm. Anxiety in children – removed from school and no support for home-schooling.</p>

Key Topics for you:	Do you feel this is a:				Comments:
					During covid all schools doing different lessons, why not same models for all schools?
xl.	Strength	Weakness	Opportunity	Threat	nn. Healthcare in community; Access to green jobs; Access to housing; Supportive infrastructure to build in and attract i.e. economic education transport; Access as hard to reach members of community.

## 4. OUR FUTURE

Key Topics for you:	Do you feel this is a:				Comments:
i. Housing (affordable and achievable)	Strength	Weakness	Opportunity	Threat	a. Walkers struggle to house staff; nothing to rent privately; Distillery bought a house for staff; Affordable homes; Building 50 a year, not much; what is affordable?
ii. Housing / Transportation	Strength	Weakness	Opportunity	Threat	b. The need for social housing is needed in order to attract people to the smaller communities.
iii. Future	Strength	Weakness	Opportunity	Threat	c. Housing (affordable); Hospitals & palliative care; Boundaries (West Minster?)
iv. Opportunities for employment	Strength	Weakness	Opportunity	Threat	d. Transport, low income and variety of employment providers limiting job prospects for young people in particular; Education and training location-wise.
v.	Strength	Weakness	Opportunity	Threat	e. Moray losing out XX Aberdeen but XX in Moray.
vi.	Strength	Weakness	Opportunity	Threat	f. Speyside – low pay area; they leave and don't come back; Change of Westminster boundaries has big effect.
vii. Transport	Strength	Weakness	Opportunity	Threat	g. To get to jobs, Dufftown to Elgin not possible on Sunday; Appointments in Aberdeen; Costly.
viii. Digital	Strength	Weakness	Opportunity	Threat	h. People need help with things like printing off bin schedules, can only be printed online.
ix. Net Zero	Strength	Weakness	Opportunity	Threat	i. Build more energy efficient houses – but help to refurbish older houses.



Key Topics for you:	Do you feel this is a:				Comments:
x. Net Zero	Strength	Weakness	Opportunity	Threat	j. Need to start small and take people with you; Supporting the cycle path from Lossie is a Net Zero activity.
xi. Services	Strength	Weakness	Opportunity	Threat	k. Development of fair spread – no postcode lottery; Involvement of volunteering.
xii. Transport (Fochabers)	Strength	Weakness	Opportunity	Threat	l. Excellent bus service but as 60+ newcomer I was not given my information regarding Dial M, car scheme etc. A package to go out with Saltire card with the local info.
xiii. Integration	Strength	Weakness	Opportunity	Threat	m. Housing; School; Jobs; Cultural; cultural facilitation.
xiv. Infrastructure	Strength	Weakness	Opportunity	Threat	n. XX; Jobs; Training; XX; Green Spaces; Travel; Tourism; Higher Education; Business; Investment; Shopping.
xv.	Strength	Weakness	Opportunity	Threat	o. Creating jobs for the future; more and better opportunities at college; creating a higher wage paying economy.
xvi.	Strength	Weakness	Opportunity	Threat	p. ICT infrastructure; Digital Projects get people online.
xvii. Housing	Strength	Weakness	Opportunity	Threat	q. Deal with problems with proper solutions; Do things more timely/categorically; Talk within departments i.e. monthly meetings; Acknowledge emails and read properly; Fix problems not cover them; Invest in repairs, repair once not 3 or 4 times.
xviii. Participatory Budgeting	Strength	Weakness	Opportunity	Threat	r. MC has embraced PB – hope to see this developing further.

Key Topics for you:	Do you feel this is a:				Comments:
xix. Wellbeing Economy	Strength	Weakness	Opportunity	Threat	s. Ambiguous definition, what is it? How do we communicate that to people on the ground? Jim at the table: indicator drive outcomes "Preston Model", public sector and the long term businesses attached to the area. Where is our spend going?
xx. Housing	Strength	Weakness	Opportunity	Threat	t. Lack of social housing in village environments. Areas need re-zoned taking away opportunity to build social housing.
xxi.	Strength	Weakness	Opportunity	Threat	u. Green jobs & infrastructure; Eco-tourism; Regional tourism; Shift in growing food enterprise; Hydrogen transport ideas; "Made in Moray"; Farm shop markets.

## 5. OUR COMMUNITY

Theme	Please tell us the ASG you live in:							What is your community doing:	Key challenges:
i.	Buckie	Elgin	Forres	Keith	Laich	Milnes	Speyside	a. Local resilience plans are a good example of where we are trying to work together.	Need to know who the points of contact are in the council.
ii.	Buckie	Elgin	Forres	Keith	Laich	Milnes	Speyside	b.	Affordable housing for young people to stay; Pressures on housing market retirement.
iii.	Buckie	Elgin	Forres	Keith	Laich	Milnes	Speyside	c. Good organisations but need people on boards through CSR.	Can we put on wish list?
iv.	Buckie	Elgin	Forres	Keith	Laich	Milnes	Speyside	d. Company limited in Innes. We can deliver services cheaper!	
v.	Buckie	Elgin	Forres	Keith	Laich	Milnes	Speyside	e. Community council point of contacts, officers don't always respond.	
vi.	Buckie	Elgin	Forres	Keith	Laich	Milnes	Speyside	f. Work in partnership with development trusts and other key community	Expecting communities to pick up shortages and fill the gap with little or

Theme	Please tell us the ASG you live in:							What is your community doing:	Key challenges:
								organisations to use resources better and could work collaboratively.	no extra resources or funding.
vii.	Buckie	Elgin	Forres	Keith	Laich	Milnes	Speyside	g. CAT – more efficient process takes too long and lack of understanding by Moray Council on legal process.	

## 6. OTHER

Key Topics for you:	Do you feel this is a:				Comments:
	Strength	Weakness	Opportunity	Threat	
i.	Strength	Weakness	Opportunity	Threat	a. Newspapers XX
ii.	Strength	Weakness	Opportunity	Threat	b. What do people actually do? In Forres lots of new houses, where does the income come from? We need to understand our economy.
iii. Gaelic language	Strength	Weakness	Opportunity	Threat	c. Never has Gaelic been part of this part of Scotland. A lovely idea, but end of the list to promote/spend money on.
iv. Safety in older people	Strength	Weakness	Opportunity	Threat	d. With the cost of living increase and the threat of blackouts etc., a lot of people (older) are buying gas equipment fires & cookers so there could be an increased risk in fire safety and people understanding the risk of using the equipment.
v. Council staff	Strength	Weakness	Opportunity	Threat	e. Moray Council officers have ever-increased workloads. This hinders communication and timely responses.
vi. Communication	Strength	Weakness	Opportunity	Threat	f. There's issues with departments talking to each other. How can you improve internal communications so departments work together? Slow responses to simple questions, needs to be timely.
vii. Communication	Strength	Weakness	Opportunity	Threat	g. Massive lack of engagement with the public. FOI – Head of services “we know what happens and know what is needed”. Additional Support Needs Children’s Services.

Key Topics for you:	Do you feel this is a:				Comments:
viii.	Strength	Weakness	Opportunity	Threat	h. More transparency of who deals with what, someone you can speak to; Drop ins; Proper feedback.
ix. Collaboration	Strength	Weakness	Opportunity	Threat	i. Council <>Community partnership and collaboration; Promote voluntary engagement to support vulnerable groups; Incentives for cross-community voluntary engagement; RAISE citizenship / collective identity and consciousness.
x. Gender pay gap	Strength	Weakness	Opportunity	Threat	j. In closing this gender pay gap women would be more inclined to enter / re-enter the workforce. This needs to be supported by wrap-around / affordable high quality childcare (this would provide more employment for traditionally female roles in childcare); more emphasis on unpaid roles of women.