

Major Engagement Issues (general data noted to inform service provision but not listed below)	Relevant RRSF Outcome 1-6 (see key)	Response
Public Survey		
Section 1		
Low levels of interest in starting a business	5	The Economic Recovery Plan sets out a number of actions to address this including start up grants for equipment and digital/e-commerce and small business support
Correlation between retraining areas of interest and job market regarding Computer/Digital Technology	5	The Economic Recovery Plan sets out a number of actions to address this including e-commerce and digital funding which will support local job creation. In addition, the transition to greater levels of automation in manufacturing(MGD project) together with increased online retail, reliance on online connectivity and cyber security will mean there will be increasing numbers of jobs in the local economy that require technology skills. This is being supported by Moray College UHI and partners who offer a range of courses in computing and digital media.
Significant negative impact of 3 weekly recycle collection particularly on people with disabilities, carers, those in the more deprived areas and larger households	2,3,5	Budget proposal for members but mitigation is available for those adversely affected who can request larger/additional bin
Significant negative impact of booking system for HWRCs particularly on those unable to work due to disability and larger households	2,3,5	When social distancing is removed the system will be removed from all HWRCs except Elgin where this helps to manage traffic issues. For the two groups identified as particularly impacted, special uplifts can be requested but it should be noted that physical access methods have not changed, only the times at which access may be taken.
Issues with access to health and social care particularly for the most vulnerable	1,2,6	Meeting critical needs maintained throughout. Individuals reassessed and threshold includes substantial needs being met. Reassessment can be requested outwith scheduled reviews. All children on the child protection register have

		continued to be seen on a weekly basis, fortnightly to monthly contact maintained by those families open to social work
Section 2		
Unmet need for befriending services	1,2,4,6	Loneliness has a big impact on people's health and wellbeing, and supporting people to connect will continue to need to be addressed. This is an area being considered in the context of social recovery and renewal.
Section 3		
Issues about access to accommodation for storage, GDPR barriers as below	3,4	Work is underway on this. However, difficult to maintain supply of unused facilities for emergencies See below
Some concerns about support for volunteers	3,4,6	Plan to develop this further as approach to community engagement and social recovery moves forward
Section 4		
Need for recovery plans to address health and wellbeing, economy, education and communities	1-6	Recovery Plans span these areas
Concerns that advice from Moray Council was not always accessible, timely and clear with difficulty keeping up with rapidly changing guidance (note: same comments for Scottish Govt advice)	3	Pace has been relentless but with no advance warning of changes the council is reacting as public announcements are made We have tried maintain up to date communications on our website as far as possible
Difficulties making successful contact with council staff/services	3	Moray council contact centre has been open throughout. It is recognised that as staff have moved to homeworking, the usual methods have not been available but e-mail and mobile contact is now in place and hope this has improved
Concerns that information held on the Council website not always easy to use, up to date and available offline	3	See above
Concerns about adequacy of technology and meetings software	3	Technology for virtual meetings is now well established
Willingness to use remote methods of contact but need for face to face for some	2,3,6	Covid Guidance has had to be followed. Face to face contact has therefore been minimised where appropriate, with services assessing individual cases when face to face consultation

		required, for example for mental health services, services supporting children and their families and our more vulnerable service users.
Ward Based Community Engagement (App1)		
Use of existing community anchor organisations worked well	3,4,6	Agree and plan to develop this further as approach to community engagement and social recovery moves forward
Support community networks that were established for future resilience	3,4,6	See above
GCAH did not understand Moray geography	4,6	Now have local Moray provision in place
GDPR - ask if person needing support agrees to data sharing	4	Officers are seeking legal advice and sharing within the community planning partnership to consider how could share data in crisis. Can also share information on future approach with community organisations
Communication and guidance slow to emerge at start of lockdown	1,2,4	Immediate priority was emergency response per legislation. Action and communications undertaken as soon as we could
IT - access to equipment and broadband	1,2,6	Council made IT equipment available to school pupils to support education, including mobile connectivity and put in place traditional materials for those with no access Council not able to address wider broadband coverage in Moray
Clear protocol re handover communications between volunteers and agencies	4	This appears to be linked to the point on GDPR above
Pre existing issues re poverty and mental health remained	1,2	acknowledged
Better partnership working particularly in multi agency settings	3,4	Welcome this comment and plan to build on this area. Work is already underway in relation to services for children Feedback has highlighted where health and social care should be more joined up- further work is taking place to accelerate the integration approach, particularly around hospital admission avoidance and discharge.
Need for Proactive approach to contacts	3,4	Contacts were issued for communities team and schools and children's services made

		contact with children and families on a prioritised basis
Clear pathways of support for the hardest to reach	1,2,4	HAC made proactive contact with all shielded people and provided a single point of contact.
Identify spaces that can be made available at short notice for community use	3,4	See above
Good information provided before furlough ends	5	Work is ongoing across agencies to ensure that information for employees and businesses is as up to date as possible and this will be reviewed when furlough is due to end.
Clear and consistent guidance with facility reopening	6	Communications have been issued to service users and general public to try to provide this information
Consider investment in infrastructure to deal with influx of UK tourists	5,6	Public toilets reopened at earliest opportunity, additional provision put in place to empty litter bins in tourist hotspots

Key:

1. Priority is given to groups and areas most affected by the pandemic Those who are vulnerable, experiencing financial hardship or are otherwise adversely impacted feel supported
2. Those who are vulnerable, experiencing financial hardship or are otherwise adversely impacted feel supported
3. The benefits of initiatives and developments created in the response phase are embedded in resilient service delivery in the “new normal”
4. Long term resilience, sustainability and capacity in communities is improved by building on community responses to the pandemic
5. The economy, businesses, partners and infrastructure of Moray achieve stability and support to recover and grow
6. The long-term impacts upon the people of Moray are mitigated and managed allowing wellbeing to be advanced