Corporate Committee

Tuesday, 08 November 2022

NOTICE IS HEREBY GIVEN that a Meeting of the **Corporate Committee** is to be held at **Council Chambers**, **Council Office, High Street, Elgin, IV30 1BX** on **Tuesday, 08 November 2022** at **09:30**.

BUSINESS

1. **Sederunt**

2. **Declaration of Group Decisions and Members Interests ***

3. **Resolution**

   Consider, and if so decide, adopt the following resolution:
   "That under Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting for Item 19 of business on the grounds that it involves the likely disclosure of exempt information of the class described in the relevant Paragraphs of Part 1 of Schedule 7A of the Act."

Consider any oral question on matters delegated to the Committee in terms of the Council's Scheme of Administration.

Item(s) which the Committee may wish to consider with the Press and Public excluded

19. **GMB Mileage Claim [Para 11]**

   • Information relating to any consultations or negotiations in connection with any labour relations;

Summary of Corporate Services Committee functions:

To regulate, manage and monitor the finances of the Council both capital and revenue; to deal with staffing policies and practices other than for teaching staff; to deal with equal opportunities policies and practices; to deal with procurement policies and priorities; to deal with all matters relating to the Council's duty to initiate, maintain and facilitate Community Planning; to ensure that the organisation, administrative and management processes of the Council are designed to make the most effective contribution to achieving the Council's objectives; to provide all central support services; to exercise the functions of the Council in connection with the Registration of Births, Deaths and Marriages; to deal with valuation and electoral registration matters.

GUIDANCE NOTES

*   **Declaration of Group Decisions and Members Interests -** The Chair of the meeting shall seek declarations from any individual or political group at the beginning of a meeting whether any prior decision has been reached on how the individual or members of the group will vote on any item(s) of business on the Agenda, and if so on which item(s). A prior decision shall be one that the individual or the group deems to be mandatory on the individual or the group members such that the individual or the group members will be subject to sanctions should they not vote in accordance with the prior decision. Any such prior decisions will be recorded in the Minute of the meeting.

**   **Written Questions** - Any Member can put one written question about any relevant and competent business within the specified remits not already on the agenda, to the Chair provided it is received by the Proper Officer or Committee Services by 12 noon two working days prior to the day of the meeting. A copy of any written answer provided by the Chair will be tabled at the start of the relevant section of the meeting. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than 10 minutes after the Council has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he or she can submit it in writing to the Proper Officer who will arrange for a written answer to be provided within 7 working days.

***   **Question Time -** At each ordinary meeting of the Committee ten minutes will be allowed for Members questions when any Member of the Committee can put a question to the Chair on any business within the remit of that Section of the Committee. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than ten minutes after the Committee has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he/she can submit it in writing to the proper officer who will arrange for a written answer to be provided within seven working days.

THE MORAY COUNCIL

Corporate Committee

<u>SEDERUNT</u>

Councillor Bridget Mustard (Chair)
Councillor Kathleen Robertson (Depute Chair)

Councillor Theresa Coull (Member)
Councillor John Cowe (Member)
Councillor John Divers (Member)
Councillor Amber Dunbar (Member)
Councillor Jérémie Fernandes (Member)
Councillor Sandy Keith (Member)
Councillor Graham Leadbitter (Member)
Councillor Marc Macrae (Member)
Councillor Paul McBain (Member)
Councillor Shona Morrison (Member)
Councillor Derek Ross (Member)

Clerk Name:	Lindsey Robinson
Clerk Telephone:	07966 120593
Clerk Email:	committee.services@moray.gov.uk

Minute of Meeting of the Corporate Committee

Tuesday, 30 August 2022

Council Chambers, Council Office, High Street, Elgin, IV30 1BX

<u>**PRESENT**</u>

Councillor Theresa Coull, Councillor John Cowe, Councillor John Divers, Councillor Amber Dunbar, Councillor Jérémie Fernandes, Councillor Sandy Keith, Councillor Graham Leadbitter, Councillor Marc Macrae, Councillor Paul McBain, Councillor Shona Morrison, Councillor Bridget Mustard, Councillor Kathleen Robertson

<u>**IN ATTENDANCE**</u>

Also in attendance at the above meeting were the Chief Executive, Depute Chief Executive (Economy Environment and Finance), Depute Chief Executive (Education, Communities and Organisational Development), Chief Financial Officer, Head of Governance, Strategy and Performance, Head of Housing and Property Services, Head of Education Resources and Communities, Property Asset Manager, Audit and Risk Manager, Asset Management Co-ordinator, Community Learning and Development Support Officer, and Lindsey Robinson, Committee Services Officer as Clerk to the Committee.

1. Chair

Councillor Bridget Mustard, being Chair of the Corporate Committee, chaired the meeting.

2. Declaration of Group Decisions and Members Interests *

In terms of Standing Order 20 and the Councillors' Code of Conduct Councillor Mustard, on behalf of the Conservative Group, declared that the Group had discussed all of the items on the agenda but no party whip was applied. There were no other declarations from Group Leaders or Spokespersons in regard to any prior decisions taken on how Members will vote on any item on the agenda or any declarations of Member's interests in respect of any item on the agenda.

3. Resolution

The meeting resolved that under Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting for Item 14 of business on the grounds that it involves the likely disclosure of exempt information of the class described in relevant Paragraphs of Part 1 of Schedule 7A of the Act.

4. Minute of Meeting of the Corporate Committee of 14 June 2022

The Minute of the Meeting of the Corporate Committee dated 14 June 2022 was submitted and approved.

5. Written Questions **

The Committee noted that no written questions had been submitted.

6. Improvement and Modernisation Programme

A report by the Depute Chief Executive (Education, Communities and Organisational Development) informed the Committee of the progress made in developing the projects set out in the Council's Improvement and Modernisation Programme (IMP) and asked the Committee to consider and note the outcome of the reviews of IMP work, governance and resulting actions and to consider extending the post of Project Leader (Transformation).

During consideration, and in response to concerns raised by Members, the Chief Executive clarified that the report covered an ongoing 5 year programme of projects that had been reported at various points and summarised both past and future actions. It was acknowledged that newly elected Members were being introduced to the IMP programme part way through the process. He further noted that there was potential for member briefings prior to the next update.

Thereafter, and following lengthy discussion, the Committee agreed to:

i. note the progress on the projects set out in the Council's Improvement and Modernisation Programme (IMP);

ii. note the outcomes of the review of IMP work and governance and resulting actions;

iii. note the review of project governance arrangements including Transforming Boards set out in paragraphs 3.20-3.23 of the report; and

iv. to extend the post of Project Leader (Transformation) for an additional 12 months noting that funding for that would be included in a later report to Council regarding the use of capital receipts to fund transformation projects.

7. Property Asset Management Appraisal

A report by the depute Chief Executive (Economy, Environment and Finance) provided the Committee with a progress update on outstanding key recommendations set out within the Property Asset Management Appraisal.

Following consideration, the Committee agreed to:

i. note the updates and progress achieved to date in relation to the remaining recommendations as set out within the Property Asset Management Appraisal (PAMA);

ii. note the merging of the Depot and Store reviews to ensure maximum benefits can be derived from the reviews; and

iii. note the new timescales for the remaining outstanding recommendations within the PAMA, with future reporting for recommendations 5 - 7 being provided through updates on the Improvement and Modernisation Programme.

8. Revenue Budget Monitoring to 30 June 2022

A report by the Depute Chief Executive (Economy, Environment and Finance) advised the Committee of the revenue budget monitoring position to 30 June 2022.

Prior to dicussion, the Chief Financial Officer advised of the following corrections to the report:

- Recommendation 2.1 iv should reference paragraph 6.2 and
- Recommendation 2.2 should reference paragraph 8.3.

Councillor Morrison left during the discussion of this item.

Following consideration the Committee agreed:

i. to note the budget monitoring position of £657,000 under budget for 2022/23 as at 30 June 2022;

ii. that this budget position consists of an underspend of £263,000 on Children's services, an overspend on Social Care services delivered on behalf of the Moray Integration Joint Board of £279,000 and an underspend on other services of £349,000;

iii. to note movement of £11,235,000 in the General Revenue Grant, as detailed in paragraph 3.4 of the report;

iv. to note the increasing budget pressure noted in paragraph 6.2 of the report; and

v. to approve the use of ear-marked reserves for Covid of £960,000 as detailed in paragraph 8.3 of the report.

9. Capital Plan 2022-23

A report by the Depute Chief Executive (Economy Environment and Finance) advised the Committee of expenditure to 30 June 2022 under the capital plan for financial year 2022/23 and of estimates of projected expenditure profiled into quarters.

Following consideration, the Committee agreed to:

i. note expenditure to 30 June 2022 of £4,394,000;

ii. note the current projected expenditure of £55,929,000 for 2022/23 profiled into quarters, as set out in Appendix 1 of the report;

iii. note the projected overall expenditure for projects spanning more than one financial year, as set out Appendix 2 of the report; and

iv. approve amendments to the 2022/23 and 2023/24 Capital Plan detailed in section 6.1 of the report.

10. Rental Support Reviews

A report by the Depute Chief Executive (Economy, Environment and Finance) invited the Committee to consider policy changes concerning the provision of rental

support to voluntary and community organisations and actions in relation to the review of the rental support provided to Keith Golf Club.

Councillor Morrison rejoined the meeting at this juncture.

Following consideration, the Committee agreed:

i.   that existing beneficiaries under the former Community Rental Grant Scheme who have their requests for a continuation of rental support refused following a review may re-apply at subsequent rent reviews;

ii. that voluntary and community organisations who have an existing lease from the Council but who do not currently enjoy any form of rental support may, at the Council's discretion, apply for rental support whenever their rent falls to be reviewed; and

iii. to authorise the Property Asset Manager to proceed with the next stage of the review process for Keith Golf Club as set out in paragraph 3.4 of the report.

11.   Moray Council Gaelic Language Plan 2022-2027 - Draft for Consultation

A report by the Depute Chief Executive (Education, Communities and Organisational Development) asked the Committee to consider and comment on the draft Moray Council Gaelic Language Plan 2022-2027, Appendix 1 of the report.

Following consideration, the Committee agreed to:

i.   note the draft Gaelic Language Plan 2022-2027; and

ii. consult with the public and relevant national and local bodies on the draft Gaelic Language Plan, before agreeing a final version of the plan at Corporate Committee on 8 November 2022 prior to formal submission to Bord na Gaidhlig.

12.   Corporate Risk Register

A report by the Depute Chief Executive (Education, Communities and Organisational Development) provided the Committee with a copy of the Council's recently updated Corporate Risk Register.

Following consideration, the Committee approved the updated Corporate Risk Register dated August 2022.

13.   Question Time ***

Under reference to paragraph 15 of the Minute of the meeting of this Committee dated 14 June 2022, Councillor McBain sought clarification on the question raised by Councillor McLennan with regard to Elected Members having sight of the action log from the Committee meetings so that they could monitor the progress on any actions and the response given by the Chief Executive.

In response, the Chief Executive advised that an action log is prepared and shared with the Chair for each committee.

Under reference to paragraph 7 of the Minute of the meeting of this Committee dated 14 June 2022, Councillor Keith provided an update on the Regeneration Capital Grant Fund applications. He advised that the Head of Economic Growth and Development confirmed that the next stage of the process will be in September and that the 3 applications were currently being assessed.

Councillor Robertson sought clarification on school meal debt in the light of the cost of living crisis and due to the sense of urgency asked if a report could be put to full Council on 28 September 2022 detailing what Moray's school meal debt is with a view to potentially writing this off.

In response, the Chief Executive advise that he would take direction from the Head of Governance, Strategy and Performance in terms of governance and the Chief Financial Officer in terms of what would be involved.

The Chief Financial Officer advised that the current figures on school meal debt are a week old but are showing approximately £25,000. This could be updated and a report produced for full Council setting out the practicalities involved in writing the debt off. One issue in agreeing to this would be that it could be seen as a signal to people to effectively stop paying for their school meals.

The Head of Governance, Strategy and Performance advised that full Council would be the correct place to hear the report.

Councillor Divers raised the issue of Member's waiting until the Committee to ask questions, as he was of the opinion that a number of questions could not be answered as the information was not to hand. He stated that Member's get papers 7 days before the Committees and have ample opportunity to ask questions of officers before the Committee. The question could then be asked again in the Committee and an answer given so that the public are able to access the information.

Councillor Cowe payed tribute to Member's today for the collaborative working, highlighting that it was looking good for the future.

The Committee joined the Chair in expressing their condolences to the family of the late Bob Hellyer, former Community Councillor and retired Nimrod captain who sadly died on 29 August 2022.

14.   Community Asset Transfer Request - Forres Common Good [Para 4 and 9]

A confidential report by the Depute Chief Executive (Economy, Environment and Finance) invited the Committee to consider an asset transfer request made in respect of a potentially inalienable Common Good site at Bogton Road, Forres.

Following consideration, the Committee agreed to:

i.   refuse the asset transfer request for the reasons set out in paragraph 8.2 of the report; and

ii. consider a future application to amend the existing lease terms as set out in paragraphs 8.3 and 8.4 of the report.

**Notice of Motion to Corporate Committee on
Tuesday 8 November 2022**

Council Phone Charges

Committee understands that phone calls to Moray Council services are currently charged at normal rates.

Committee understands that these charges can vary from 16p to 65p per minute from a landline and outside inclusive mobile minutes allowance, according to Ofcom.

Committee recognises that the phone charges can be a barrier to accessing services, particularly for people on low income.

Committee instructs officers to bring forward a report on the implementation of free phone numbers for Council services users.

Committee further instructs officers to bring forward a report on the implementation of free web-based methods of contacting Council services such as web chats and instant messaging

Proposer: Jérémie Fernandes

Seconder: Theresa Coull

REPORT TO: **CORPORATE COMMITTEE 8 NOVEMBER 2022**

SUBJECT: **COMMUNITY IDENTIFIED BENEFITS**

BY: **DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)**

1.   REASON FOR REPORT

1.1   To request amendments to the Council procurement process to create a list of Community Identified Benefits, to be used as a platform for direct engagement with community groups in the delivery of community benefits clauses associated with Council contracts. This activity is linked to the development of a Community Wealth Building (CWB) approach within the Council.

1.2   This report is submitted to Committee in terms of Section III (B) (21) of the Council's Scheme of Administration to formulate, supervise the implementation of and review as necessary the policies and practices of the Council in relation to its procurement arrangements

2.   RECOMMENDATION

2.1   **It is recommended that the Committee:-**

    (i)   **approve the creation of a list of Community Identified Benefits to coordinate delivery of community benefits within Council procurements; and**

    (ii)   **agree to the proposed changes to the Procurement Strategy to reflect the adoption of a list of Community Identified Benefits and increased focus upon delivery of community benefits in contracts of all values.**

3.   BACKGROUND

3.1   CWB aims to retain and recirculate existing wealth within the local economy, through supporting local businesses and business models which are more likely to spend, employ and invest locally, while also providing increased control and benefits for local people. This includes providing increased opportunity for community decision making. The CWB approach is constructed around five core pillars:

- Progressive Procurement
- Fair Employment and Just Labour Markets
- Shared Ownership of the Local Economy
- Socially Just Use of Land and Property
- Making Financial Power Work for Local Places

3.2 At its meeting on 28 October 2020, Moray Council approved the recruitment of a CWB Officer to develop and implement a CWB strategy for Moray. (paragraph 16 of minute refers) With a CWB Officer initially recruited in June 2021. However, the officer was subsequently recruited to the post of Senior Officer for Economic Strategy and Development. With a replacement officer only successfully recruited to the post in July 2022, this has resulted in unexpected delays to progressing the strategy due to a lack of existing resource.

3.3 It was agreed that the initial focus of CWB would be to reduce the leakage from the local economy through public procurement spend. Given that community benefits are intrinsically linked to procurement, and the proposed model below had already been successfully implemented in numerous other local authorities who were not already adopting a CWB approach, it was decided to progress with developing the project as a forerunner to the CWB Strategy.

3.4 A Routemap to CWB Strategy and Delivery was approved by the Economic Development and Infrastructure Services Committee on 19 October 2021 (paragraph 12 of the minute refers). In support of this, a supplier development forum was reinvigorated, consisting of procurement officers from the Council, NHS Grampian, Highlands and Islands Enterprise, and UHI Moray, alongside internal and external business and community support representatives. The remit of this group is to support local businesses and social enterprises to tender for public contracts and participate in supply chains. The CWB Strategy is currently under preparation ahead of a draft being reported to committee in early 2023.The proposals in this report align with the CWB pillars above enabling considering ahead of the strategy itself.

4. COMMUNITY BENEFIT PROCESS

4.1 Community benefit requirements are defined in the Procurement Reform (Scotland) Act 2014 as a contractual requirement relating to one or more of the following:
- training and recruitment
- availability of sub-contracting opportunities
- activities otherwise intended to improve the economic, social or environmental wellbeing of the authority's area

4.2 All public sector contracting authorities are required to consider including community benefit requirements for all regulated procurements where the estimated value of the contract is equal to or greater than £4m. However, research has shown that community benefits can also be widely achieved in procurements under the £4m threshold.

4.3 There is a commitment within the Moray Council Procurement Strategy to ensure that all relevant contracts have considered the inclusion of community benefits that will, in particular, benefit the local Moray community. Embedding community benefits into the procurement process works well for high value, longer term projects where high level community benefits can be requested. However, this does not define the process for managing delivery of community benefits, nor maximise delivery of community benefits from lower value projects.

4.4 At present, delivery and monitoring of community benefits (within a contract of any value) is the responsibility of the Contract Manager. There is no coordinated procurement resource for collecting this information at present. The procurement team only collect the number of community benefits within tenders, which is then reflected in the procurement Annual Report.

4.5 Creation of a coordinated system to manage the delivery of community benefits would ensure uniformity across all contracts and provide opportunity to grow the number of community benefits delivered. This system could encourage increased provision of community benefits in contracts below the £4m threshold. The Procurement Strategy, which is the subject of separate report to the same meeting of this committee, would need to be updated to reflect any changes to community benefit policy as per the Procurement Reform (Scotland) Act 2014.

5. COMMUNITY IDENTIFIED BENEFITS

5.1 Requesting that suppliers identify the benefits to be delivered does not always meet the needs of the community or the priorities of the Council. To remedy this, it is proposed that a list of Community Identified Benefits be developed to better align the needs of local communities with the delivery of community benefits. Through this platform, community organisations will be able to request support via provision of a service of material good. Council suppliers will then select the community requests to deliver in meeting their community benefit obligations.

5.2 This approach has already been successfully implemented in a number of other Local Authorities. Perth and Kinross Council pioneered this innovative way for local organisations to place requests for what they needed through creating the first Community Benefits Wish List, and which is now being used as an exemplar of best practice by Scottish Government. To date, in excess of 70 individual wishes have been delivered by suppliers, including placements for prison leavers, financial support for local charities, employment opportunities and careers workshops for young people. The website also includes a Map of Community Benefits Delivered, highlighting the suppliers which have provided the benefits, the recipient organisation, and the communities who have benefitted. These include the donation of a number of recycled laptops to Alyth Youth Partnership from a national decorating firm, contracted to the Council via a Housing Planned Maintenance Framework.

5.3   North Ayrshire Council have also developed a Community Benefits Wish List, linked to its commitment to the CWB approach. The platform has been well received by both communities and suppliers, with a range of online case studies detailing the wishes that have been delivered since its launch last year demonstrating the success of the approach. North Ayrshire Council have also published a selection of Case Studies of the community benefits delivered through the Wish List. These include a local bakery who have supported the Ayrshire Fairer Food Network with 720 freshly baked rolls each week at no cost to support its network of community larders.

5.4   Creation of a list of Community Identified Benefits, would result in a number of positive impacts:
- Effective community engagement
- Fostering relationships between communities and private sector
- Meaningful delivery of community benefits
- Empowering and meeting the needs of local communities
- Enhancing the social responsibility of Council suppliers

6.   PROPOSALS

6.1   To explore the creation of a list of Community Identified Benefits for the Council, a cross section working group was formed consisting of the Payments Manager, Principal Accountant, and Senior Officer Economic Strategy and Development. With further support and input provided by the Community Learning and Engagement Team Manager. This group have outlined high level actions for designing and implementing the Community Identified Benefits platform. These were presented initially via a Three Minute Brief to Corporate Management Team (CMT) on 4 August 2022.

6.2   The list will be published on the procurement pages of the Council website. The platform will be promoted to local communities through the officers within the Community Support Unit and local partners such as tsiMORAY, with further communications via press releases and social media channels. Local community groups and third sector organisations will be invited to submit benefit ideas, which could take the form of anything from material goods, sponsorship, to volunteer expertise or labour. Officers propose not to accept requests for monetary benefits.

6.3   Contract managers will retain responsibility for ensuring the delivery of community benefits, with a process devised for capturing and collating this information.

6.4   A project group will be formed to refine the process for implementing, managing and monitoring the platform. This will include the CWB Officer alongside officers from the Payments and Community Support Unit sections. It will be the responsibility of this cross-section team to:
- Review new wish submissions
- Monitor supplier delivery of wishes
- Liaise with internal and external stakeholders
- Awareness raising campaign across Council services

6.5 The next steps and estimated timescales for implementation are outlined below should the proposals be approved.

Project stage	Responsibility	Timescales
Stakeholder Engagement • Liaison with key partners and stakeholders, including Community Learning and Development, IT, tsiMORAY, and CPP Community Engagement Group. • Engagement with key third sector stakeholders in the design of the process • Liaison with Community Engagement Group	Project Team	November 2022 – February 2023
IT / Technical Development • Design of efficient and effective process • Creation of new page on Council website to host the Community Identified Benefits, as well as a portal for communities to upload their requests	ICT, Project Team	November 2022 – February 2023
Procurement Process • Incorporate the list of Community Identified Benefits into CB tender development process and non-cash benefit reporting • Devise process for contract managers to coordinate contractor selection of wishes and to record delivery	Procurement, Project Team	November 2022 – February 2023
Marketing and Communications • Design of communications action plan to ensure promotion of new feature • Widespread promotion via partners including tsiMORAY, Joint Community Councils, and CPP	Corporate Comms, Project Team, External Partners	January 2023 onwards
Delivery and Monitoring • This would be the responsibility of the existing cross-section staff who are appointed with responsibility for overseeing the list of Community Identified Benefits • Identification of appropriate community partners to support delivery of community wishes	Project Team, External Partners	March 2023 onwards

7.   SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))
The proposals will contribute to achieve the corporate plan priority to promote economic development and growth, also the LOIP priority of a growing and sustainable economy.

(b) Policy and Legal
Any changes to the community benefits process will need to be reflected in the Procurement Strategy as per the Procurement Reform (Scotland) Act 2014.

(c) Financial implications
There are no financial implications arising directly from this report.

(d) Risk Implications
There are no risk implications arising directly from this report.

(e) Staffing Implications
The design, implementation, and ongoing operation of the Community Identified Benefits will be supported with existing staff resource. This will include the CWB Officer alongside officers from Procurement and Community Support Unit. All of the relevant sections have been consulted throughout the development of the proposals and have agreed to provide resource for ongoing support of the Community Identified Benefits platform. Contract managers will retain responsibility for managing community benefits within contracts, this will require no additional resource.

The ICT service will be required to provide assistance with the design of the online interface for submitting and hosting community wishes. The Information Systems Manager has been consulted on this and has agreed to provide ICT support in developing a system for data collection which will be hosted on the Council website, advising that this should be feasible within the proposed timescales. Officers have been assigned to assist with the current scope of work.

Communications activity will require the support of the corporate communications team to create a campaign of press releases social media posts to ensure awareness of the new list of Community Identified Benefits. Further external support will be requested from stakeholders including HIE, tsiMORAY, and Chamber of Commerce to assist with this.

(f) Property
There are no property issues arising directly from this report.

(g) Equalities/Socio Economic Impact
The proposals aim to promote equality through the development and implementation of a CWB approach.

(h) Climate Change and Biodiversity Impacts
There are no biodiversity issues arising directly from this report. However, community identified benefits may include opportunities to enhance the environment or contribute to tackling climate change, for example through providing opportunity for recycling materials from building projects, or through contributing to access projects or community green space management.

(i) Consultations

Depute Chief Executive (Economy, Environment and Finance), the Head of Economic Growth and Development, the Legal Services Manager, Payments Manager, the Chief Financial Officer, Principal Climate Change Officer, the Community Learning and Engagement Team Manager, the Information Systems Manager, the Senior Communications Officer, the Equal Opportunities Officer and Committee Services Officer have been consulted and their comments incorporated.

7. CONCLUSION

7.1 The proposals will encourage suppliers to work in partnership with the Council and to support local communities in a real and sustainable way. This provides opportunity for positive engagement and public relations both for the Council and the suppliers in receipt of public contracts. Communities will benefit from receiving essential support in the delivery of projects and activities.

7.2 Creation of a Community Identified Benefits platform would reaffirm the Council's commitment to the Community Wealth Building approach, through maximising local impacts through Council spend.

Author of Report:	Chris Muir, Senior Officer Economic Strategy and Development
Background Papers:	
Ref:	SPMAN-813460984-301

REPORT TO: CORPORATE COMMITTEE 8 NOVEMBER 2022

SUBJECT: PROCUREMENT ANNUAL REPORT FOR 2021/22 AND PROCUREMENT STRATEGIC ACTION PLAN FOR 2022/2023

BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)

1. REASON FOR REPORT

1.1 To provide the Committee with an update report on Procurement activity in Moray and in particular report on procurement performance for 2021/2022 and to seek Committee approval of the Strategic Action Plan for 2022/23.

1.2 This report is submitted to Committee in terms of Section III B (21) of the Council's Scheme of Administration relating to procurement arrangements.

2. RECOMMENDATION

2.1 It is recommended that the Committee:

i. considers and notes the overall procurement performance for 2021/22 set out in the Annual Report in APPENDIX 1 and summarised in Section 4 below; and

ii. approves the Strategic Action Plan set out in APPENDIX 2 and summarised in Section 5 below.

3. BACKGROUND

3.1 The Procurement Reform (Scotland) Act 2014 (the Reform Act) introduced a number of significant duties for all public bodies, including the publication of a Procurement Strategy and subsequent Annual Procurement Report, which outlines performance against that Strategy.

3.2 The Procurement Strategy for 2021/22 was approved by the Economic Growth, Housing and Environmental Sustainability Committee on 8 June 2021 (paragraph 12 of the minute refers). No changes to this strategy are recommended for 2022/23.

4.   2021/2022 PROCUREMENT PERFORMANCE

4.1   The report assesses performance against a number of categories including:

   i)   Summary of Regulated procurements;
   ii)   Review of procurement compliance;
   iii)   Assessment of progress against the strategic action plan; and
   iv)   Non Cash benefits.

4.2   The main learning points from the 2021/22 report are:

   i)   There has been a significant increase in workload for the team with the
           post pandemic catch up, additional ring fenced monies received and a
           continued increase in unplanned activity across most Council services.

   ii)   The market conditions around increased prices, supplier / contractor
           capacity and uncertain supply chains has impacted on some tender
           results with a number receiving either no interest or unrealistic pricing.

   iii)   As a result of this procurement activity the savings for categories 1 and
           2 (non-budget adjusted and budget adjusted) shows a slight increase
           from £1.794 million in 2020/21 to £2.04 million (see paragraph 4.3).

   iv)   Work continues with the wide ranging non cash benefits derived from
           procurement activity including, environmental impacts and community
           wealth building considerations.

4.3   The Section 4 (table 4) of the annual report – Moray Update - includes the
       following summary of procurement savings recorded during 2021/22:

Cash Savings 2021/22 (2020/21)		
Category of Saving	Recurring annual savings from the lifespan of live contracts £ million	Savings for year (adjusted for start and end date) £ million
1 Budget not adjusted	1.022 (0.784)	0.792 (0.763)
2 Budget adjusted	1.016 (1.010)	0.973 (0.977)
Total	2.038 (1.794)	1.766 (1.740)
6 Capital	N/A	0.516 (0.213)
7 Rebate	N/A	0.034 (0.024)

4.4   We have maintained a savings target of £1M for a number of years in the
       expectation that it would become harder to achieve savings from recurring
       contractual awards, it is therefore encouraging to note the results despite the
       challenging conditions in 2021/22.

5.   STRATEGIC ACTION PLAN 2022/23

5.1	A new Strategic Action Plan has been developed for 2022/23 to reflect the work done to date and the changing workload and priorities of the team and is included as **APPENDIX 2** to this report.

5.2	Key points in the Strategic Action Plan are summarised below:

- Development of contract register;
- Additional Departmental Procurement Action Plans for Moray Growth Deal and Capital Projects;
- Continuation of work to support Supplier Development Programme and Community Wealth Building actions including the development of the community identified benefits process which is the subject of a separate report to this committee; and
- Continuing to work to embed climate change considerations into the procurement process.

6.	**SUMMARY OF IMPLICATIONS**

(a)	**Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The work undertaken by the procurement team assists the Council achieve its local outcomes detailed for the Council's priorities in the Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan)

(b)	**Policy and Legal**

The Council policy, which sets the overall aims for procurement was agreed by Policy Committee on 29 August 2007 (paragraph 11 of minute refers). This policy will be reviewed during 2022/23 and reported to Corporate Committee.

(c)	**Financial implications**

Details of savings are shown in paragraph 4.4 of this report. The procurement savings make a significant contribution to the Council's ability to balance its budget.

(d)	**Risk Implications**

If the Council fail to implement the annual Procurement Strategy this may impact on its ability to achieve additional savings and procurement benefits in the future.

(e)	**Staffing Implications**

Increased workloads are impacting on the ability of the procurement team to respond to unplanned requests from departments and in future the service will require to prioritise requests.

(f)	**Property**

There are no property issues arising directly from this report.

(g) Equalities/Socio Economic Impact

Equality impact assessments were carried out on the procurement process August 2016 with no significant changes since then.

(h) Climate Change and Biodiversity Impacts
The following positive climate change implications have been identified from the work being carried out by the procurement team:

- Consideration of climate change issues has now been embedded within the procurement process
- Weighted questions have been developed to challenge potential suppliers on their climate change impact

(i) Consultations

Information contained in Departmental Procurement Action Plans (DPAP), agreed with Heads of Service has been used to create the future regulation procurement summary. Efficiency savings are calculated in consultation with the Accountancy section and agreed by the Chief Financial Officer.

7. <u>CONCLUSION</u>

7.1 The Annual Procurement Report summarises procurement progress during 2021/2022. This shows areas of progress and good performance and also identifies areas for further improvement with actions for continuing improvements in the Council's procurement arrangements contained in the Strategic Action Plan.

Author of Report: Diane Beattie, Payments Manager – Ext 3136
Background Papers:
Ref: SPMAN-1293228629-764
                      SPMAN-1293228629-765
                      SPMAN-1293228629-766

MORAY COUNCIL
ANNUAL PROCUREMENT REPORT
2021/2022

Right Rationale

Right Research

Right Route

Right Result

Right Reward

2

The Procurement Reform (Scotland) Act 2014 (the Act) requires the Council to publish its Procurement Strategy each year and, in order to report compliance with this Strategy and the Act itself, the Council must publish an Annual report.

In addition to the required information set out in the Act, this report also includes performance against a number of strategic indicators which were introduced by the Council in order to measure progress on the duties introduced by the legislation.

In order to evidence our progress against our strategic targets, the published Annual Report requires some form of measurement. The statistics presented in this report provide the evidence which should, over time, show how the Council is progressing against both the national and local objectives. The following sections provide both the statistical information and a commentary on performance *(in italics)*.

The data provided in this report does still reflect the impact of the COVID-19 pandemic. For much of the financial year 2020/2021 the procurement service was effectively stood down from operational service with only emergency and supplier relief work being carried out until late summer. The team were also without an Assistant Manager until October 2020 which had an impact on many of the strategic development actions identified for 2020/21 and 2021/22. This impact continues to be felt with many Departments now catching up on work set aside during the pandemic. The procurement team has seen an unprecedented increase in workload and with the added complications of an ever changing market this is affecting outputs.

1 – SUMMARY OF REGULATED PROCUREMENTS [1]

TABLE 1 highlights the summary of **live** contracts 2021/2022 (2020/2021) by contract category.

TABLE 1

Contract Type	Number	Estimated Contract Annual Value £000
Category A (national)	25 (26)	4,715 (6,365)
Category B (sectoral)	129 (123)	31,030 (19,931)
Category C (local single supplier)	195 (146)	47,271 (46,576)
Category C (framework)	14(15)	10,957 (10,902)
Category C1 (local collaboration)	15 (16)	1,771 (1,838)
Category O (other)	115 (83)	12,464 (21,134)
Non advertised	91(107)	14,045 (23,752)
2021/2022 Total	**584**	**122,252**
2020/2021	**516**	**130,499**
2019/20 Total	**599**	**133,651**
2018/19 Total	**522**	**168,614**
2017/18 Total	**476**	**142,891**
Quick Quotes and Mini competitions	62 (52)	1,000 (821)

In total there are 584 live contracts listed in the Council's contract register; of these 179 were awarded or added to the register in the year 2021/22

Commentary on performance:

Whilst we have seen a year on year increase in contractual volume since 2017/18 mainly down to the increasing use of mini competitions and call offs from frameworks, this stalled during 2020/2021 due to the pandemic with little work being done at a local level. However we can now see this trend reversing with the number of new Category "C" contracts (local council developed contracts) increasing from 45 2020/2021 to 104 in 2021/2022.

In addition to the formal procurement process Departments can make approaches to single suppliers to meet urgent or specialist need. This process is subject to review by the procurement team and approval by the Chief Financial Officer. The procurement team saw an increase in this work during 2021/22 due to the impact of the pandemic.

TABLE 2

2019/2020	2020/2021	2021/2022
22	24	55

4

It should be noted however that in addition to the increase in awarded contracts the team have seen an increase in projects started but not completed due to market conditions and supplier capacity.

2 – REVIEW OF REGULATED PROCUREMENT COMPLIANCE

Compliance

The Council's procurement procedures require corporate support for all regulated procurements (tenders over £50,000) and the corporate team also review any Quick Quotes (projects under £50,000) before publication. This scrutiny delivers a high level of compliance to all regulation both national and Council. All procurements have an individual strategy development stage which considers the requirements, the options, the potential for added value and the inclusion of the wider opportunities. This includes a focus on mandatory exclusions, serious and organised crime links, supplier development opportunities, Fair work first, climate change impact and innovation.

Performance

APPENDIX A provides the performance results against the Council's Procurement Strategic Action Plan for 2021/2022, which is split between the Procurement Commercial Improvement Programme (PCIP) objectives and the Procurement Strategy measures. An update and comment on performance is given and where improvements are still required, the relevant actions have been identified.

Commentary on performance:

Progress has been made on all bar one of the twelve actions in Section A of the Strategic Procurement Action plan, albeit work is still needed to complete and embed some of the resultant improvements into day to day operations. For many actions this is to be expected with progress on climate change, Fair Work and Community Wealth building being long term ambitions.

Section B of the action plan concentrates on measurements that will support the delivery of the Procurement Strategy. These measures were created when the first Annual Report was created for the year 2016/2017 and in the subsequent years procurement has evolved and matured. Not all of the measures continue to provide meaningful data that supports the strategy delivery. Comments have been added to the individual measures highlighting the issues that are impacting on the data and results.

5

Non cash benefits

The Council considers a wide range of non-cash benefits when developing a tender specification: the range is wider than just the social, environmental or economic factors (also referred to as community benefits) that is required by the Act and incorporates added value benefits such as process efficiencies and price stability.   The Act only requires community benefits inclusion in tenders with a value of over £4 million, however Moray considers inclusion wherever possible in all tenders.

Table 3 provides a high level view of the non-cash benefits that have been included in the contracts awarded in the year (comparison to previous year).

TABLE 3

Benefit Category	No of contracts	Sub category
Collaboration/tender process	135 (203)	120 savings in procurement development time 15 digital process
Cost Avoidance	19 (7)	6 added value 3 price increase rejection 7 price versus market savings 3 process redesign
Purchase to Pay Process	9 (6)	6 e- invoicing 2 consolidated invoices 1 automated link to online site (punch out)
Demand/Rationalisation	8 (9)	5 specific contract issues 2 rationalised list 1 rebates
Community	20 (26)	4 apprentices 6 Community Benefit Clause (wide ranging) 3 school visits 7 training
Environmental	22 (13)	5 energy 7 greenhouse gases 6 sustainable construction 4 waste
Social	15 (16)	5 fair work issues 8 other – wide ranging 1 Participatory budget 8 Other
Living Wage	77 (26)	26 Accredited 6 Working to accreditation 42 Paying living wage 3 commitment to pay

6

Commentary on performance:

The Council's method of recording non-cash benefits was introduced in 2015/2016 and we have seen a year on year improvement (discounting the impact of the pandemic):
TABLE 4

2017/18	182
2018/19	220
2019/20	330
2020/21	203
2021/22	315

Non-cash benefits are recorded for all contracts, this may result in some duplication where a framework allows for mini competitions as both will have non-cash benefits recorded on the contract register.

As the maturity of our procurement portfolio grows it has become more difficult to achieve financial savings and so we are starting to see a switch in focus to the non-cash added value benefits although on a small scale due to the lower value range of contracts we have. The emerging focus on climate issues and community wealth building should also provide the impetus for future delivery of non-cash benefits. Work is required on the contract register to allow for more detailed recording of these contract impacts. At present the data is held at contract level but we really need to drill down to supplier level for some of these categories – for example Living wage. This links to action 1.2 on the Strategic Action Plan.

Supported Businesses

Table 5 considers the potential use of supported businesses. *Supported businesses are organisations the main aim of which is the social and integration of disabled or disadvantaged persons and where at least 30% of those employed and engaged with the programme are disabled or disadvantaged.* Public organisations can reserve the right to participate in procurement for the award of a public contract/framework to a supported business (explanation below).

TABLE 5

Reserved Supplier	*2020/21 Turnover £	2021/22 Turnover £
Scotland Bravest Manufacturing Company	547	431
Moray Reach Out	117,875	347,015
Out of Darkness Theatre	42,987	110,129
Living Ambitions	176,466	885,153

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Reduced values due to lockdown

Commentary on performance:

The second group of suppliers in the above table are not formally contracted as supported businesses but we believe that our use of these companies goes some way to meet the Reform Act requirement to support such enterprises. These companies however cannot meet the "employment" criteria but certainly do meet the "engagement" element.

3 - FUTURE REGULATED PROCUREMENT SUMMARY

The Procurement team work with Heads of Service to develop a Departmental Procurement Action Plan (DPAP) for their service that identifies the Council's procurement activity for the coming year. In addition to this internal forward planning the Act requires the publication of a summary of future regulated procurements in the next two years.

The plan for Moray Council from April 2022 to March 2024 totals:

Number of contracts expiring 353
Estimated value of expiring contracts £209,429,255
Estimated annual value £57,085,100

The detail of this forward plan can be found in our published contract register which includes all contracts information - Contract Register - Moray Council

Commentary on forward plan:

The above statistics are taken from the contract register. This list contains all contracts with an end date between April 2022 and March 2024; however it should be noted that some may be subject to possible extensions and some may not be re-let. Decisions around the direction for each requirement are taken during the annual DPAP planning process with Service Heads.

To expand on this forward plan (which only takes account of expiring contracts from the Council's contract register), an annual planning exercise is undertaken with Service Heads to take account of other projects which will involve procurement. This results in our Procurement Activity Forward plan - Procurement Activity Forward Plan - Moray Council   This informs the market of our intentions including capital but cannot guarantee that all projects listed will result in a competitive tender. It also directs attention to those projects that may benefit from climate change and community wealth building focus.

4 - MORAY UPDATE

The pandemic, Brexit and the Ukraine conflict have resulted in uncertain supplies and increased demand on certain markets, which continues to produce a degree of market uncertainty and supplier availability. Although we have concerns about recent market engagement with some tenders receiving little if any response to our published tenders and quick quotes, we are continuing to support departments to maximise their procurement potential. The increasing workload is also adding to the difficulties in meeting our ambitions for contract delivery. Work is underway to review process and engagement in order to identify priorities and efficiencies.

Moray Council Procurement Savings – The Council has a process for recording the impact of contracts on the council – this includes cash and non-cash benefits. The cash savings have been categorised as follows:

1   Cash saving anticipated – but budget not adjusted
2   Cash saving anticipated – budget adjusted
3   No baseline – savings cannot be established, review of contract on anniversary of award to reassess
4   No savings anticipated

With Local authority finances becoming increasingly complex, the expanded list of savings categories allows for the measurement of the outcomes from any procurement exercise.

5   Non cash benefits
6   Capital – projects delivering savings against estimate/budget, total saving taken in the year the project was awarded
7   Rebate – centralised collection of contract rebates
8   Spend to Save – phased return on investment

Table 6 provides the results for 2021/22 and the previous year (comparison).

TABLE 6

Cash Savings 2021/22 (2020/21)		
Category of Saving	[1]Recurring savings £ million	Savings for year (adjusted for start and end date) £ million
1 Budget not adjusted	1.022 (0.784)	0.792 (0.763)
2 Budget adjusted	1.016 (1.010)	0.973 (0.977)
Total	2.038 (1.794)	1.766 (1.740)

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[1] Recurring annual savings from the lifespan of live contracts

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6 Capital	N/A	0.516 (0.213)
7 Rebate	N/A	0.034 (0.024)

Commentary on savings achieved:

We had anticipated a slow reduction in savings achieved over time as contracts are let and re-let, however the procurement process continues to deliver increases in all categories.

It should be noted that these savings are calculated using the estimated values at point of contract award. The values are only amended for any annual increases applied to long term service contracts, if the team are made aware of such changes.

Maintaining the value for category 2 budget adjusted makes the most difference to the council's budget. However it should be noted that any category of saving achieved from the procurement process means that the contract starts from a much healthier position and even if increases are imposed they start at a lower level. Given the challenges outlined above it is encouraging that savings continue to be made at a significant level.

Procurement Commercial Improvement Programme (PCIP) – a national evidence based audit for all public organisations, which considers a wide-ranging set of competencies. Normally carried out every two years the programme has been suspended due to COVID-19. Moray Council's last assessment was in March 2018, this resulted in a score of 64%, which took us from Level 2 to Level 3 (silver) but left us short of the national Local Authority average of 70%.

Supplier engagement – The Council continued to work with Supplier Development Programme (SDP) throughout the pandemic. The team supported all of the national and local meet the virtual buyer events with the Payments Manager opening the Meet the Buyer North event (7th September 2021) in her capacity of Board Member. The Council's supplier development forum was reformed and met with NHS, HIE and Business Gateway to consider a new supplier development strategy which will be picked up by the Community Wealth Building Officer who has been recruited in 2022/2023.

5 - SUMMARY

The significant, year on year, improvements evidenced by the PCA (predecessor to PCIP) 19% 2009 to 64% 2014 and PCIP 60.4 2016 to 64% 2018 have now stalled, mainly due to lack of staffing resources and with the audit programme now suspended due to the pandemic we are unlikely to see any recorded improvement in the short term. However, additional staffing resources were approved during 2019/20 to meet the workload associated with Moray Growth Deal and the new focus on community wealth building and climate change. Although workload has increased beyond the capacity of this additional resource we have seen progress on the strategic developments outlined in the 2021/22 Strategy Action Plan.

The Procurement team have seen a change in the quantity and level of support being requested by Departments with a significant increase in activity. At the end of 2021/2022 our team activity programme recorded a total of 471 projects, 167 still work in progress and 304 completed, breakdown provided in **Table 7.**

Table 7

Letters of Variation	10
Direct Award from Framework	26
Mini Competition from Framework	59
Quick Quotes	30
Tender	179
Total	304

An analysis of the completed work does highlight however a significant number of projects that were no longer needed, pulled or deferred for various reasons, including submissions that were over budget. It was a difficult year for the team and that continues into 2022/2023 with uncertain market conditions and increasing focus on procurement as an enabler to deliver on the climate change and community wealth building strategies.

Scottish Government Template Page 19 - is the Annual report template for the statistics requested by the Scottish Government. A number of the measurements are not currently recorded as they would involve a significant change to our process which is already burdensome and heavily reliant on human intervention.

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APPENDIX A

MORAY COUNCIL STRATEGIC PROCUREMENT ACTION PLAN (SPAP) 2021/2022			
SECTION A - PCIP Measurements			
Data Warehouse			
Action	Timetable	Aim	Result
1.1 Development of supplier spend data for Category A & B contracts. To match contract register information with supplier spend to identify variances	April 2022	To ensure that we are maximising the use of the contracts available To sense check the estimated annual value used on the contract register To increase accuracy of date reporting To develop quarterly HOS reports	*Progress has been made to record and compare the spend data provided by Procurement Scotland and Scotland Excel. This is being used to identify differences and establish the reason for the variance* *WORK IN PROGRESS*
1.2 To develop existing contract register to maximise required functionality **ICT dependent**	~~April 2022~~ April 2022	Functionality requests submitted to ICT to improve access to data and ease of use	*The previously produced register specification has been updated to reflect the new data required for community wealth building and Living Wage requirements. We await ICT resource to be allocated.* *TO BE CARRIED FORWARD*
Leadership & Governance			
1.3 Operational improvement programme: • To carry out qualitative checks on team outputs • Report to Service head on outcomes as part of the quarterly combined procurement DPAP update	Throughout the year	To focus on the procurement outputs produced by both the team and departments to deliver consistent approach To ensure that actions identified by the review are actioned	*Procurement Peer Reviews are carried out on all tenders, the process has been enhanced to consider content, and system set up.* *However resources have not allowed for the quarterly Service Head reporting that would allow for joint improvements.* *Work is ongoing to review what data Service heads would find useful – given the wide ranging outputs from procurement and the resultant purchasing activity.* *WORK IN PROGRESS*
1.4 Health &Social Care (MIJB) Support	Ongoing	Targeted support to develop infrastructure for MIJB	*The team continue to support the IJB*

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		Action the outcomes from SXL exercise	*The SXL exercise was never finalised and has been superseded by an independent consultant's review of MIJB procedures.*
		Maintain contract timeline for monitoring purposes	*We await the findings of this audit before we can determine the level of support that will be required in the future* *Timeline is maintained* *ACTIONS IDENTIFIED COMPLETE*
1.5 Supplier Development Programme (SDP)	April 2022 Throughout the year	To continue to support Economic Development with the membership of SDP through the Moray Supplier Development Forum To support local event/s To maximise procurement training for Moray suppliers To support the development of Community Wealth Building (CWB) project	*The team engage with the SDP regional group and has attended all the national meet the buyer events.* *Face to face events have only just recommenced in 2022/2023* *We have two CWB "champions" within the team who are engaging with the CWB officer (recently appointed)* *ACTIONS INDENTIFIED COMPLETE*
1.6 Reshape the Procurement Training Programme	May 2021	To allow for digital and regular delivery	*A new two stage-training programme has been developed* *Quarterly training sessions for level 3/4 officers is now being delivered* *COMPLETE*
Development & Tender			
1.7 Review workload allocation process and Procurement Officer time management	July 2022	Develop project weightings to assist in an ensuring Procurements Officers are allocated an equitable workload Review Procurement Officer time recording Review the request for support process	*The rising workload gave cause for concern and a review of time recording and allocations was undertaken.* *Project weightings have been developed to take account of the varied input required from procurement. Active project management identifies stalled projects which are removed from active workloads pending reassessment*

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			The request for support form has been updated to gather more detail about the project to allow for a more informed allocation ACTIONS IDENTIFIED COMPLETE
1.8 Review sustainability questions to include new focus on Climate Change	April 2021 Throughout the year	Introduce new standard question Review team use of question and potential weighting issues Revisit prioritisation tool and SG "template"	*Standard question in place* *We have two climate "champions" within the team who have reviewed the actions assigned to procurement and are working to embed changes to our process. We do recognise that this will take time to fully integrate and for climate issues to become truly part of the process for services and procurement.* ACTIONS IDENTIFIED COMPLETE
1.9 Review Fair work questions	August 2021	Compare current question with Scot Gov guidance Link to Fair work first Review team use of question and potential weighting issues	*Review carried out and weekly assessment of current projects undertaken to see if we can/should apply weightings* COMPLETE
1.10 Introduce Community Wealth Building considerations into tender process	April 2022	Consult with CWB officer Link to CWB strategy	*See 1.5* *The weekly review in 1.9 also applies to CWB* ACTIONS IDENTIFIED COMPLETE
Contract			
1.11 Post award implementation improvements: Checklist/structure/pack for meeting	Throughout the year	To ensure that contract awards are subject to a full implementation plan with all stakeholders involvement as part of the operational improvement programme	*A vacancy in procurement admin has not allowed this action point to progress. The post has now been filled and this item will be carried forward* TO BE CARRIED FORWARD
1.12 Supplier Feedback	December 2021	Review the post tender supplier survey Develop versions for successful and unsuccessful	*Review of survey was completed and is nowused in all tenders. Getting supplier engagement post tender has proved difficult* COMPLETE
Key Purchasing Processes			

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SECTION B Procurement Strategy Measurements 2021/2022			
a. **Savings**			
The measure	**Target**	**2021/22 (2020/21) Results**	**Will Demonstrate** *Comments*
A1 Percentage of all council expenditure covered by contracted suppliers Total commercial spend – contract register annual estimated values for live contracts in year	95%	95.26% (94.88%)	The measurement takes account of spend with contracted suppliers Greater contractual exposure
A2 Value of procurement savings achieved through contracts live during the year	£1M	2.038M (1.794M)	The financial results from contracts
A3 Number of collaborative contracts awarded as a percentage of all commenced in year	40%	34.08% (53.03%)	Successful collaboration – the increase in cat C contracts has impacted on this KPI
A5 Percentage of contracts commenced in year that contain a contract benefit (all categories)	15%	84.92% (81.82%)	Increasing focus on non-financial benefit

b.   **Contracts**

The measure	Target	2021/22 (2020/21) Results	Will Demonstrate *Comments*
B2 Percentage of unplanned/ activity during the year	25%	67.01% (55.58%)	Measure to try and keep unplanned to a minimum *Percentage affected by overall increase in workload 200 2018/19, 342 2019/20 to 412 2020/21,476 2021/2.*

c. **Compliance**

The measure	Target	2021/22 (2020/21) Results	Will Demonstrate *Comments*
C3 Percentage of Account Payable transactions with a Purchase Order (where relevant ie non-recurring) number during year	75%%	73.71% (74.49%)	Compliance management *The team continue to review compliance with council process it is however unclear as to why we have seen this small change. It may relate to increase spend through stores systems which do not link to purchase order.*

d. **Accessibility**

The measure	Target	2021/22 (2020/21) Results	Will Demonstrate Comments
D1 Percentage of contracts commenced during year to SMEs	30%	24.02% (48.48%)	SME access to our business – volume *This measure excludes call offs from frameworks which has significantly increased in recent years. If call offs are included the measurement shows 83.33% in 2020/21 and 84.92% in 2021/22 which suggests that this secondary measurement is more relevant as it takes into account the change in workload.* (change measure for 2022/23)
D2 Percentage value of annual spend with SMEs for year	55%	50.90% (49.34%)	SME access to our business – by value *Confirms the required change for D1 above as spend is being maintained*
D3 Percentage value of spend with Moray, Highland and Aberdeen council areas	50%	47.97% (38.09%)	"local" access to our business – value *Increased spend staying in the North of Scotland*
D4 Number of "events" held or participated in during year	10	6 (5)	Supplier engagement and internal training sessions *Face to face activity was slow to take off last year but we have seen a significant increase in 2022/23*

e.   **Community Benefits -**

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The Measure	Target	2021/22 (2020/21) Results	Will Demonstrate Comments
E1 Percentage of commenced contracts within the year that have a community benefit (category 7)	20%	7.82% (11.36%)	Sustainable duty performance *Hard to include community benefits in the contracts we award (low value)*
E2 Percentage of collaborative contracts commenced in the year that have a community benefit (category 7)	20%	5.03% (6.06%)	Sustainable duty performance *As for E1*

f.   **Sustainability**

The measure	Target	2021/22 (2020/21) Results	Will Demonstrate Comments
F1 Percentage of contracts commenced in the year that have incorporated a sustainable target (category 5)	20%	8.94% (7.58%)	Sustainable duty performance *Very few of our locally developed contracts are suitable for a sustainable target (cat 5 environmental). However with the new focus on climate change issues and the potential for a wider range of potential areas to target we expect this to improve.*
F2 Score on Flexible Framework	Level 3	(Level 3)	Sustainable duty performance

Scottish Government Annual Procurement Report template

[NOTE: reference to contract is also to be construed as meaning a framework agreement]

1. Organisation and report details

a) Contracting Authority Name	Moray Council
b) Period of the annual procurement report	2021/2022
c) Required by s18 Procurement Reform (Scotland) Act 2014 to prepare an annual procurement report? *(Yes / No)*	Yes

2. Summary of Regulated Procurements Completed

a) Total number of regulated contracts awarded within the report period	179
b) Total value of regulated contracts awarded within the report period	51,246,233
c) Total number of unique suppliers awarded a place on a regulated contract awarded during the period	239
i) how many of these unique suppliers are SMEs	204
ii) how many of these unique suppliers are Third sector bodies	Not recorded

3. Review of Regulated Procurements Compliance

a) Number of regulated contracts awarded within the period that complied with your Procurement Strategy	179
b) Number of regulated contracts awarded within the period that did not comply with your Procurement Strategy	0

4. Community Benefit Requirements Summary

Use of Community Benefit Requirements in Procurement:

a) Total Number of regulated contracts awarded with a value of £4 million or greater.	2
b) Total Number of regulated contracts awarded with a value of £4 million or greater that contain Community Benefit Requirements.	2
c) Total Number of regulated contracts awarded with a value of less than £4 million that contain a Community Benefit Requirements	12

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Key Contract Information on community benefit requirements imposed as part of a regulated procurement that were fulfilled during the period:

d) Number of Jobs Filled by Priority Groups (Each contracting authority sets its own priority groups)	Not recorded
e) Number of Apprenticeships Filled by Priority Groups	Not recorded
f) Number of Work Placements for Priority Groups	Not recorded
g) Number of Qualifications Achieved Through Training by Priority Groups	Not recorded
h) Total Value of contracts sub-contracted to SMEs	Not recorded
i) Total Value of contracts sub-contracted to Social Enterprises	Not recorded
j) Total Value of contracts sub-contracted to Supported Businesses	Not recorded
k) Other community benefit(s) fulfilled	Not recorded

5. Climate change

a) Number of regulated contracts awarded within the report period that included a climate–related requirement.	22

6. Fair Work and the real Living Wage

a) Number of regulated contracts awarded during the period that included a Fair Work First criterion.	104
b) Number of regulated contracts awarded during the period where the supplier committed to pay the Real Living Wage in delivery of the contract.	Not recorded

7. Payment performance

a) Number of valid invoices received during the reporting period.	69301
b) Percentage of invoices paid on time during the period ("On time" means within the time period set out in the contract terms.)	89.04%
c) Number of regulated contracts awarded during the period containing a contract term requiring the prompt payment of invoices in public contract supply chains.	NIL
d) Number of concerns raised by sub-contractors about the timely payment of invoices within the supply chain of public contracts.	NIL

8. Supported Businesses Summary

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a) Total number of regulated contracts awarded to supported businesses during the period	1
b) Total spend with supported businesses during the period covered by the report, including:	431
i) spend within the reporting year on regulated contracts	Not recorded
ii) spend within the reporting year on non-regulated contracts	Not recorded

9. Spend and Savings Summary

a) Total procurement spend for the period covered by the annual procurement report.	122,251,849
b) Total procurement spend with SMEs during the period covered by the annual procurement report.	66,829,484
c) Total procurement spend with Third sector bodies during the period covered by the report.	Not recorded
d) Percentage of total procurement spend through collaborative contracts.	Not recorded

e) Total targeted cash savings for the period covered by the annual procurement report	1,765,704
i) targeted cash savings for Cat A contracts	174,236
ii) targeted cash savings for Cat B contracts	50,159
iii) targeted cash savings for Cat C contracts	1,526,134

f) Total delivered cash savings for the period covered by the annual procurement report	Not recorded
i) delivered cash savings for Cat A contracts	Not recorded
ii) delivered cash savings for Cat B contracts	Not recorded
iii) delivered cash savings for Cat C contracts	Not recorded

g) Total non-cash savings value for the period covered by the annual procurement report	Not recorded

10. Future regulated procurements

a) Total number of regulated procurements expected to commence in the next two financial years	353
b) Total estimated value of regulated procurements expected to commence in the next two financial years	209.429,255

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MORAY COUNCIL STRATEGIC PROCUREMENT ACTION PLAN (SPAP) 2022/2023

SECTION A - PCIP Measurements

Data Warehouse

Action	Timetable	Aim
1.1 To develop existing contract register to maximise on required functionality **ICT dependent**	March 2023	Carried forward from 2021/22 Functionality requests submitted to ICT to improve access to data and ease of use To meet Statutory and Council requirements
1.2 Living Wage – Capture of Living wage information and understanding of Supplier position.	Sept 2022	To gain Living Wage accreditation
1.3 Preparation for the next Scottish Government's Procurement and Commercial Improvement Programme (PCIP)	Date to be determined by SXL	Identify key areas and service / staff to prepare and undertake the next PCIP assessment
1.4 Review Departmental Procurement Action Plan (DPAP) structure – additional DPAP for Moray Growth Deal and Capital Projects	December 2022	Improved engagement with Services and more information obtained for planned work to populate the Procurement Activity Plan (PAP)

Leadership & Governance		
1.5 Health &Social Care (MIJB) Support	Ongoing	Targeted support to develop infrastructure for MIJB Maintain contract timeline for monitoring purposes. Establish DPAP process or similar to manage Planned Work.
1.6 Supplier Development Programme (SDP) and Community Wealth Building	March 2023 Throughout the year	To continue to support Economic Development with the membership of SDP through the Moray Supplier Development Forum To support the development of a local Community identified benefits system and embed into relevant procurement projects To meet community wealth building expectations
Development & Tender		
1.7 Review workload allocation process and PO time management	March 2023 Throughout the year	To manage the team workload to ensure council priorities are met
1.8 Review sustainability questions to include new focus on Climate Change	March 2023 Throughout the year	To embed climate change issues into the procurement process
1.9 To support and deliver requirements identified in the Climate Change Action Plan	March 2023 Throughout the year	To meet climate change action plan expectations
1.10 Collection of Living Wage status	March 2023 Throughout the year	Linked to 1.1 and 1.2 - Capture of Living Wage status and understanding supplier position to maintain Living Wage accreditation at tender award stage

Contract		
1.11 Post award implementation improvements: Checklist/structure/pack for meeting	Throughout the year	Carried forward from 2021/22 To ensure that contract awards are subject to a full implementation plan with all stakeholders involvement as part of the operational improvement programme
Key Purchasing Processes		

SECTION B – Procurement Strategy Measurements.			
a. **Savings**			
The measure	**Target**	**2022/23 (2021/22) Results**	**Will Demonstrate** *Comments*
A1 Percentage of all council expenditure covered by contracted suppliers Total commercial spend – contract register annual estimated values for live contracts in year	95%	(95.26%)	Greater contractual exposure
A2 Value of procurement savings achieved through contracts live during the year	£1M	(2.038M)	The financial results from contracts
A3 Number of collaborative contracts awarded as a percentage of all commenced in year	40%	(34.08%)	Successful collaboration
A5 Percentage of contracts (including call off from framework) commenced in year that contain a contract benefit (all categories)	85%%	(84.92%)	Increasing focus on non-financial benefit

b. **Contracts**

The measure	Target	2022/23 (2021/22) Results	Will Demonstrate *Comments*
B2 Percentage of unplanned/ activity during the year	25%	(67.01%)	Measure to try and keep unplanned to a minimum

c. **Compliance**

The measure	Target	2022/23 (2021/22) Results	Will Demonstrate *Comments*
C3 Percentage of Account Payable transactions with a Purchase Order (where relevant ie non-recurring) number during year	75%%	(73.71%)	Compliance management

d. **Accessibility**

The measure	Target	2022/23 (2020/21) Results	Will Demonstrate *Comments*
D1 Percentage of contracts (including call offs) commenced during year to SMEs	82%	(24.02%)	SME access to our business – volume
D2 Percentage value of annual spend with SMEs for year	55%	(50.90%)	SME access to our business – by value
D3 Percentage value of spend with Moray, Highland and Aberdeen council areas	50%	(47.97%)	"local" access to our business – value
D4 Number of "events" held or participated in during year	10	(6)	Supplier engagement and internal training sessions

e.   **Community Benefits** -

The Measure	Target	2022/23 (2021/22) Results	Will Demonstrate *Comments*
E1 Percentage of commenced contracts within the year that have a community benefit (category 7)	20%	(7.82%)	Sustainable duty performance
E2 Percentage of collaborative contracts commenced in the year that have a community benefit (category 7)	20%	(5.03%)	Sustainable duty performance

f.   **Sustainability**

The measure	2018/19 Target	2022/23 (2021/22) Results	Will Demonstrate *Comments*
F1 Percentage of contracts commenced in the year that have incorporated a sustainable target (category 5)	20%	(8.94%)	Sustainable duty performance
F2 Score on Flexible Framework	Level 3	(Level 3)	Sustainable duty performance

REPORT TO: CORPORATE COMMITTEE ON 8 NOVEMBER 2022

SUBJECT: MORAY COUNCIL GAELIC LANGUAGE PLAN 2022-2027

BY: DEPUTE CHIEF EXECUTIVE (EDUCATION, COMMUNITIES & ORGANISATIONAL DEVELOPMENT)

1. REASON FOR REPORT

1.1 To ask Committee to approve the Moray Council Gaelic Language Plan 2022-2027

1.2 This report is submitted to Committee in terms of Section III (B) (41) of the Council's Scheme of Administration relating to the formulation and review of Council wide policy, strategies, priorities and objectives.

2. RECOMMENDATION

2.1 It is recommended that the Committee approves the Moray Council Gaelic Plan 2022-27 prior to formal submission to Bord na Gaidhlig, included as Appendix 1.

3. BACKGROUND

3.1 On 30 August 2022 Committee agreed the draft Moray Council Gaelic Language Plan 2022-27 (para 11 of the minute refers), and agreed to consult on the draft plan for the statutory minimum period of 6 weeks.

3.2 The consultation on the draft plan started on 1 September, and included the following consultation and engagement activities:

- Head Teachers input on 1 September 2022;
- Survey monkey consultation, shared on social media and on the Councils' webpage;
- Circulation via tsiMoray's newsletter;
- Inputs to Moray Gaelic Group;
- Participation in the Gaelic inputs at the Scottish Learning Festival;
- Correspondence with Feis Moray and Moray College.

3.3 There has been a low response to the survey, with anticipated comments on Doric provision. Some respondents have confused this consultation with the Scots and Gaelic Language Bill consultation, which has been ongoing at the same time. However, new learners have come forward and Dallas Primary School has indicated an interest in progressing provision. Moray UHI have welcomed the plan stating: "the measures will increase awareness and encourage engagement. Small steps are important and the steps proposed will provide the building blocks needed to meet statutory obligations and beyond." Feis Moray have had interest in relaunching "Come and try" music and song provision, which would be free for participants. If the pilot sessions are popular their intention would be to offer lessons at a reasonable cost. This would be instead of delivering a large Feis. Moray Gaelic Group have welcomed the plan and in particular, the proposal to develop a Gaelic forum. 57 Council employees have indicated an interest in Gaelic linked to the skills audit. However, one respondent noted that the plan did not demonstrate how Moray Council would increase the visibility of Gaelic, e.g. through the addition of Fàilte gu Moraibh on Council building signage and the Moray Council Website.

3.4 The draft Moray Council Gaelic Plan 2022-27 has been updated to take account of responses to the consultation and a final version is included as **Appendix 1**. If approved the Plan will be submitted to Bord Na Gaidhlig for approval. The Bord may request amendments following assessment of our Plan. Any requested amendments will be brought back to Committee for approval prior to publication of the final agreed Moray Gaelic Plan.

4. <u>**SUMMARY OF IMPLICATIONS**</u>

(a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The development and promotion of the Gaelic Language is not a specific priority within the Corporate Plan and Local Outcome Improvement Plan, however it aligns with the corporate and partner vision of:

- Ensuring a life of opportunity for all, where we can thrive in vibrant communities and work together to enrich our future.
- Raising Aspirations through expanded choices, improved livelihoods and wellbeing.

(b) **Policy and Legal**

The Gaelic Language (Scotland) Act 2005 requires relevant public authorities to prepare a Gaelic Language Plan on receipt of a formal notice from Bord Na Gaidhlig.

(c) Financial implications

There are no specific financial implications highlighted in this report, however there will be an impact on service budgets in taking forward the targets set out in the Plan. There are currently no Moray Council budgets allocated to the development of the Gaelic language.

(d) Risk Implications

There are no specific risks relating to this paper, other than the financial and staffing risks highlighted in sections (c) and (e).

(e) Staffing Implications

There are no specific staffing implications arising directly from this report, however Service Managers will be required to allocate staff time to progress actions to achieve the targets set out in the Plan. This will impact on other priority areas of work.

(f) Property

The Property implications relate to bi-lingual signage only.

(g) Equalities/Socio Economic Impact

There are no equalities issues arising directly from this report. The implementation of the Gaelic Language Plan will ensure we meet the national requirement to demonstrate equal respect for Gaelic and English, while still recognising and acknowledging the importance of the Scots language across Moray and the North-East of Scotland.

(h) Climate Change and Biodiversity Impacts

There are no climate change or biodiversity issues arising directly from this report.

(i) Consultations

All Heads of Service and the Corporate Management Team have been consulted and any comments incorporated into the report.

5.   CONCLUSION

5.1   Members are asked to acknowledge the statutory requirement to develop and implement a Gaelic Language Plan for Moray to include strategies to increase the number of Gaelic speakers, to encourage its use and to facilitate access to Gaelic language and culture in line with the National Gaelic Language Plan, and to approve the Moray Gaelic Plan 2022-27 prior to submission to Bord na Gaidhlig.

Author of Report: Jo Shirriffs, Head of Education Resources & Communities
Background Papers:
Ref: SPMAN-9425411-83
                       SPMAN-9425411-86

Moray Council Draft Gaelic Plan 2022-2027

Front cover*:* **Burghead Stone…permission granted**
Add Moray Council Logo and Bòrd na Gaidhlig logo once approved.
Moray Council Gaelic Language Plan 2022-2027

Following consultation: This plan has been prepared under Section 3 of the Gaelic Language (Scotland) Act 2005 and was approved by Bòrd na Gaidhlig on approved date.

1. **Foreword: Chief Executive Roddy Burns**

   As Chief Executive of Moray Council I am privileged to support Moray Council's Gaelic Language Plan 2022-2027. It describes the ambitions of the Council and how we will meet the statutory requirement for Gaelic enshrined in the Gaelic Language (Scotland) Act 2005 and National Gaelic Plan, as well as the statutory duties around Gaelic Medium Education arising from the Education (Scotland) Act 2016.

   We recognise the benefits of multilingualism to our residents and the value of raising cultural and historical identity and awareness. Whilst the number of native speakers in Moray is low, over Covid we saw staff and residents access on-line platforms to learn Gaelic and the new resource Speak Gaelic will add impetus to this. As a small authority we are grateful to funding streams accessed via Bòrd na Gaidhlig and Scottish Government to enable the successful provision this year. We are acutely aware that provision is determined on access to active speakers and learners, quality tutors and external groups to support our ambitions. The success of this plan will be driven by the Gaelic speakers who come forward to play their part in the plan and senior management and elected members driving forward opportunities to make connections with Gaelic.

   I look forward to seeing the progress made.
   Signed:

2. **Contents**

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3. **Background**

The Gaelic Language (Scotland) Act 2005 was passed by the Scottish Parliament with a view to securing the status of the Gaelic language as an official language of Scotland commanding equal respect to the English language. https://www.gov.scot/publications/gaelic-language-plan/pages/3/

One of the key features of the 2005 Act is the provision enabling Bòrd na Gaidhlig to require public bodies to prepare Gaelic Language Plans. The requirement for a public body to prepare a Gaelic Language Plan is initiated by Bòrd Na Gaidhlig issuing a formal notice to that effect under section 3 of the 2005 Act. It is intended that all public bodies prepare their Gaelic Language Plan with a view to developing Gaelic in a reasonable and proportionate manner taking account of the existing number of speakers within their area of operation, and their potential to develop the use of the language. In addition to the above statutory requirement, the Education (Scotland) Act 2016 places a number of statutory duties on local authorities in relation to the promotion of the Gaelic language, and in particular in the initial and full assessment of need for Gaelic Medium Primary Education in response to parents who make a request for Gaelic Medium Education.

Moray Council's first Gaelic Language Plan was produced in response to a statutory notice issued to Moray Council by the Bòrd and went to Policy and Resources Committee for approval on 21 March 2017. At the time of this initial statutory notice, the Bòrd identified 4 core areas of service delivery that it expected local authorities to address when preparing Gaelic Language Plans: Identity, Communications, Publications and Staffing. Officers produced a plan on this basis:
http://www.moray.gov.uk/minutes/data/PR20170321/10%20GAELIC%20LANGUAGE%20PLAN%20App%20
1.pdf

The most recent National Gaelic Language plan identifies three key priorities: a) Increasing the use of Gaelic; b) Increasing the learning of Gaelic; and c) Promoting a positive image of the language. Our new Moray plan reflects these priorities. As this is a five year Corporate Gaelic Plan we have addressed targets as the plan unfolds. An action plan will be created behind this plan for monitoring purposes.

4. **Moray's Corporate Plan 2024**

"A life of opportunity for all where people can thrive in vibrant communities and we work together to enrich our future."

This is our vision based on the following priorities:
- **Our People**: Provide opportunities for people to be the best they can be throughout their lives with a strong and sustained focus on those individuals and groups in our society who experience the most disadvantage and discrimination.
- **Our Place**: Empower and support communities to build capacity.
- **Our Future**: Drive economic development to create a vibrant economy for the future. While delivering these priorities we will also work towards creating a sustainable council that provides valued services to our communities.

Intrinsic to this is a set of values:

FAIR	Ambitious	Improving	Responsive

2

• tackle inequalities • treat people fairly • promote equalities and awareness • consider our impact on others	• promote and celebrate Moray • be a great place to work • ensure sustainable and efficient council services • improve life for the most vulnerable	• drive improvement • encourage innovation • take commercial opportunities • invest in transforming to meet future needs	• be open and transparent • promote community participation and involvement • listen to and involve our communities

We are informed by an approach and way of working guided by principles of **equalities** (providing opportunities for everyone to be their best), **empowering** people through active engagement and collaboration, with due consideration for the **environment** and an **enterprising** culture to grow the economy.

Moray is a largely rural area covering a land mass of 2,238km2. It has a long coastline on the Moray Firth with harbours, fishing villages and some world-class beaches. The area's population is 95,520, rising from 91,000 in 2011. The main centre of population is Elgin, which is home to more than one quarter of the people living here. Other main towns are Forres, Buckie, Lossiemouth and Keith, which each have populations of between 5,000 and 10,000. The Council workforce is around 4,700 equivalent to 3,500 full time staff. (Source: Public Performance Report)

This information is the backdrop to the creation of our new Moray Gaelic Language Plan.

5. **Elected Members and political make-up**

Moray Council has a minority administration formed of 9 Conservative councillors from 26 elected members within 8 wards. The Leader and Depute Leader of the Council are from the Scottish Conservative and Unionist party and the Civic Leader is an Independent. The political make-up is as follows:

Scottish Conservative & Unionist	9
Scottish National Party	8
Labour	3
Independent	3
Scottish Liberal Democrat	1
Green Party	1
Non-aligned Conservative	1

There is currently one vacancy, which will be filled following a by-election in Buckie on 3 November 2022.

(Information correct at 21/10/22)

6. **Review of previous plan**

In November 2021 a Corporate Gaelic Group was created and is chaired by the Head of Education Resources & Communities, with representation from HR, Internal audit, Finance, Housing, Environmental Services, Education and our Communities team. The group met 5 times in 2021-2022 and terms of reference were created and agreed.

The Communication Process:

3

The Corporate Gaelic Group will engage with all Moray Council Gaelic related issues, responding to national developments and local needs whilst monitoring, reviewing and reporting annually on the new Gaelic Language Plan. Council staff and communities will be informed through bi-lingual updates on social media and the Councils website.

Achievements:

- Creation of the Corporate Gaelic Group
- Completion of the staff skills audit with 259 respondents.
- Successful funding bid to Gaelic Covid monies for "Gaelic First Steps," however this funding had to be returned when a tutor could not be secured.
- The translation of the new CLD plan easy read…a first in Scotland
  http://www.moray.gov.uk/downloads/file139119.pdf
- Successful funding bid to the Gaelic Specific Grant for "Carson Gaidhlig?" through partnership work with Moray College UHI and Moray Gaelic Group. The bid was to bolster conversation activity and support to develop the new plan. Through this seed corn money a public meeting was held to assess the needs and interest in Gaelic and to relaunch Moray Gaelic Group classes.
- Moray held week long activities via Seachdain na Gaidhlig, World Gaelic Week, with a subsequent report and interview on Keith Community Radio involving participants. This was funded via the Gaelic Specific Grant. A Gaelic stall was set up at Moray College to promote opportunities.
  https://www.mixcloud.com/upload/KCR1077/world-gaelic-week-3-may-2022/complete/
- Developed contact with the Gaelic Books Council and through external Scottish Government funding a range of Gaelic books were purchased to be rotated round the public libraries.
- The Northern Alliance CLD network held a Gaelic themed focus meeting led by Education Scotland Gaelic Officers.
- A newsletter was produced on the work of the Communities CLD Team included Gaelic provision
  https://sway.office.com/e3Hd971WxOikLb9K?ref=email

Target 1: As a strategic group, we will monitor outcomes and grasp opportunities to promote Gaelic within budget constraints. There will be 4 meetings per annum. Year 1-5 inclusive Lead Officer: Head of ECOD
Target 2: We will develop a Gaelic information and opportunities page on the Councils website Year1 with annual updates; Lead: PR

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Target 3: We will share social media posts from Moray Gaelic Partners Groups via the Council's official accounts. We will ensure social media messaging regarding Gaelic initiatives is issued bilingually.
Years 1-5 inclusive; Lead Officer: PR

Target 4: We will communicate the opportunity to request a translation of corporate documents in Gaelic.
Years 1-5 inclusive; Lead officer: PR

7. **Gaelic in Moray**

- **Moray Map,** Bòrd na Gàidhlig
  https://www.ainmean-aite.scot/wp-content/uploads/2021/11/Moireibh-300-dpi-scaled.jpeg
  (to be used as a slide/picture)
- Moray is an area where Scots is spoken and in particular Doric. Unfortunately, the timing of this plan precludes us from using the new 2022 census information and we look forward to seeing this data. The Moray picture in 2011 was as follows:

Moray Gaelic Language Skills 2011

All people aged 3 and over	90,178
Understands but does not speak, read or write Gaelic	354
Speaks, reads and writes Gaelic	311
Speaks but does not read or write Gaelic	246
Speaks and reads but does not write Gaelic	66
Reads but does not speak or write Gaelic	84
Other combination of skills in Gaelic	20
No skills in Gaelic	89,097

57,000 people said they could speak Gaelic nationally in the 2011 census.
The number of people able to speak Gaelic decreased between 2001 and 2011 for all age groups except in people under 20, which saw an increase of 0.1 of a percentage point.
https://www.scotlandscensus.gov.uk/

- **Moray Gaelic Group:** Moray Gaelic Group continues to meet regularly online each week to encourage and promote the use of the Gaelic language. Each of our sessions are guided and delivered by our experienced tutor Des Scholes using the Speak Gaelic learning platform.
  We hope to return to Moray College in Elgin this winter to deliver some class based learning for beginners .Please see our Facebook page for more details coming soon.
  If you are interested in the Gaelic language, you will receive a warm welcome from us. Michael McClafferty Chair.

- **Moray College UHI partnership**: UHI Moray and the wider UHI partnership are committed to supporting the Scottish Government's Gaelic Language Plan. The current UHI Gaelic Plan continues to promote and develop the use of Gaelic through its practices, curriculum, and communications. UHI Moray has recently supported Moray Council and the Moray Gaelic Group in the promotion of Gaelic language during Global Gaelic week. UHI Moray will also support the ongoing awareness raising of the Gaelic language and continue to work with partners to achieve this

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aim. A recent identity change demonstrates this commitment with the introduction of Gaelic language into our signage. UHI Moray: UHI Moireibh.

- **Feis Moray** is a weekend teaching festival of traditional Gaelic music, song and dance for young people in Moray. Contact has been made with the organisers to stimulate interest. https://www.facebook.com/groups/581561801863159/

8. **New Research:**

ScotCen Social research dated 29/06/2022 reports:

"There has been a shift towards more positive attitudes regarding the language in a range of areas, including views on Gaelic education, the importance of Gaelic to one's own cultural heritage, public spending on Gaelic, and the future of Gaelic."
www.gaidhlig.scot/en/our-work/research/reports-and-papers/

(The 2021 research sample was based on 1,365 randomly selected people interviewed aged 18+. The data was weighted to be representative of Scotland in terms of age, sex, region and other socio-economic characteristics.)

9. **Moray Council Staff Skills Audit**

In preparation of the new Moray Gaelic Plan an audit was carried out with 259 returns of which 53 respondents were interested in further Gaelic discussion. This will be progressed after the Gaelic Awareness sessions are delivered in the autumn.
https://www.surveymonkey.com/results/SM-i_2Fy70y6ehkps5ZkZyKascQ_3D_3D/

From anecdotal Moray feedback, there was an increased take up of on-line learning opportunities during Covid using e.g. Duolingo. We wish to encourage the learning and use of Gaelic within the Councils staff.

For Council Staff

Target 5: We will pilot a lunch and learn online session with a partner local authority and evaluate and share findings.   Year 1 Autumn. Lead officer: CLD Officer and partner authority
Target 6: We will pilot a lunch and learn face to face sessions at Moray College UHI and evaluate, share findings and progress   Year 1 Spring. Lead officer: CLD Officer & Moray UHI
Target 7: We will encourage Council staff who are Gaelic learners or speakers to use the following on their email signature:

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Gàidhlig — **Toilichte conaltradh a dhèanamh ann an Gàidhlig no Beurla**
Happy to communicate in Gaelic or English

The number of staff using the logo will be reported annually by departments.

Years 1-5 inclusive. Lead officers: CMT/SMT

Target 8: We will bring together native, new and fluent speakers annually to encourage opportunities to stimulate Gaelic use and ascertain interest in a Gaelic forum. Years 2-5 inclusive: Lead officer: Organisational Development
Target 9: We will monitor any Gaelic requests via the updated equalities form, reporting annually to Bòrd na Gaidhlig Years 1-5 inclusive: Lead Officer: Equalities Officer

For our Councillors:

Target 10: We will deliver an exploring Gaelic session to all councillors and senior management to inform them of the statutory duty and the National Gaelic Plan. Year 1, autumn; Lead Officer: Head of Education Resources & Communities, CLD Officer, Gaelic specialist.
Target 11: We will report annually on the progress of the Moray Gaelic Plan after submission to Bòrd na Gaidhlig Years 1-5 inclusive; Lead Officer: Head of Education Resources & Communities
Target 12: We will create a Gaelic Champion Councillor role for the duration of the new plan who will liaise with the public, Education Officers and CLD Officer. Years 1-5 inclusive: Lead officer: Head of Education Resources & Communities

10. **Planning Context:**

There are some 57 approved Gaelic Language plans in Scotland within existing public authorities. The content is honed to the functions and context of the organisation. The content does impact on Moray and the future should see a building of increased partnership work and opportunities to enhance provision as new plans are generated. These include:

Creative Scotland	https://www.creativescotland.com/resources/our-publications/plans-and-strategy-documents/gaelic-language-plan
Historic Environment Scotland	https://www.historicenvironment.scot/archives-and-research/publications/publication/?publicationId=6100001d-485b-4d0e-90ea-a94900a2db24
Crofting Commission	https://www.crofting.scotland.gov.uk/userfiles/file/openness/consultations/glp-2020-2025-draft-english-for-consultation.pdf?d=05/02/2020%2010:02:19
Scottish Forestry	https://forestry.gov.scot/publications/about-scottish-forestry/reports-and-plans/gaelic-language-plan

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Scottish Funding Council	https://www.sfc.ac.uk/publications-statistics/corporate-publications/2022/SFCCP012022.aspx
Skills Development Scotland	https://www.skillsdevelopmentscotland.co.uk/media/47049/glp-2020-23_draftseptember2020.pdf
Education Scotland	https://education.gov.scot/media/uetmq4hh/draftrevisedgaeliclanguageplan202025.pdf
National Galleries of Scotland	https://www.nms.ac.uk/about-us/our-organisation/strategy/gaelic-language-plan-plana-gaidhlig/
Highland and Islands Enterprise	https://www.hie.co.uk/media/11377/draft-hie-gaelic-plan-an-ath-phlana-g%C3%A0idhlig-hie-english-version.pdf
Nature Scot	https://www.nature.scot/naturescot-launches-consultation-third-gaelic-language-plan
University of the Highlands and Islands	https://www.uhi.ac.uk/en/t4-media/one-web/university/about-uhi/facts-and-figures/publications/pdfs/gaelic-language-plan.pdf
Police Scotland	https://www.scotland.police.uk/what-s-happening/news/2021/july/police-scotland-s-gaelic-language-plan/
Sport Scotland	https://sportscotland.org.uk/about-us/our-publications/archive/draft-gaelic-language-plan-2022-2026/
Cairngorm National Park Authority	https://cairngorms.co.uk/cairngorms-national-park-authority-gaelic-language-plan-2018-2022-approved/
Scottish Qualifications Authority	https://www.sqa.org.uk/sqa/45353.html
Scottish Parliament	https://www.parliament.scot/-/media/files/gaelic/20182023-gaelic-language-plan.pdf
Visit Scotland	https://www.visitscotland.org/about-us/what-we-do/our-plans/gaelic-language-plan

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Target 13: We will bring together plan owners annually for a Moray focussed sharing session to seek opportunities, learn from each other and jointly plan
Years 1-5 inclusive. Lead Officer: Corporate Gaelic Group

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11. **Education**

Since 2017 there have been no requests for Gaelic Medium Education in Early Years; Primary and Secondary. Retention of data rules prevent us from looking further back. In 2022 there was 1 request for Gaelic Medium Education in Speyside, the pupil accessed Gaelic medium in Highland previously. Curricular support has been arranged via **e Sgoil** access. (Source: DF)

At present no Gaelic is taught in Moray schools. We are in Covid Recovery at present which means that any curriculum development is challenging due to staff absence. The 1+2 Programme has focussed on French, German and Spanish primarily with some schools offering Scots as L3.

Within English as an Additional Language there are currently 915 pupils receiving support. This represents 53 first languages being spoken of which Welsh is the only Celtic language.

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There is a curriculum offer to pupils through **e Sgoil** which has been sent to our eight secondary schools as well as a video clip of an ex-pupil from Forres Academy who learned and sat National 5 and Higher Gaelic. There is a teacher Continuing Professional Learning offer through the Northern Alliance and other Gaelic agencies which has been made available to schools. This is enhanced by advertising attendance at the Moray Gaelic Group for interested teachers and members of the public. One teacher has come forward from the eight identified by the GTCS as Moray teachers who wished to learn Gaelic.

Contact has been made with Skills Development Scotland with regard to employment opportunities in Gaelic and also with the Quality Improvement Officer overseeing Gaelic Education in Aberdeenshire.

Target 14: A Gaelic web landing page is being developed on professional learning and resources in collaboration with the Moray Education Learning Technologist which will be updated on an annual basis. The web page will be shared and promoted to all schools. Years 1-5 inclusive. Lead officer: Education Officer
Target 15: We will invite all schools and Early Learning and Childcare (ELC) establishments to take part in Gaelic taster sessions which will be made available to them. Years 2-5 inclusive. Lead Officer: Education Officer
Target 16: We will invite a targeted group of primary schools to pilot Gaelic activities and develop progression projects using wider accreditation opportunities. This will be reviewed annually. Years 1-5 inclusive. Lead Officer: Education Officer
Target 17: We will capture and upload case studies of learning events onto the Gaelic webpage to share experiences with all schools and ELC's. Years 1-5 inclusive. Lead Officer: Education Officer
Target 18: Pupils will be actively encouraged to attend Gaelic Skills Fairs by Skills Development Scotland Years 1-5 inclusive; Lead Officer: Education Officer Curriculum lead.
Target 19: We will issue a Moray survey to teachers, pupil support assistants, library assistants and sports staff to ascertain interest in Gaelic delivery. Year 2 Lead officer: Education Officer/CLD Officer

12. Infrastructure:

The **Learning Estate Team** is responsible for enhancing and developing our learning estate (early year's settings and schools) in line with available budgets.

Within the current Learning Estate plan we have a new primary school in north Elgin (Findrassie) expected to be operational in 2025 and new build/major refurbishments anticipated for Buckie High School and Forres Academy towards the end of the decade. In addition, we are completing survey works across the whole of the current Learning Estate (a further 49 schools), which will identify and prioritise a refurbishment programme into the next decade.

9

The team will consider how Gaelic can be incorporated into signage when developing new schools, or refurbishing existing schools, in consultation with the school and wider community.

> **Target 20: We will consider how Gaelic signage can be incorporated into new and refurbished schools to meet the needs of local communities.**
> Years 1-5 inclusive Lead Officer: Learning Estate Programme Manager

13. Library & Heritage Service

The Library Service (11 libraries and 1 mobile library) now has a permanent stock of Gaelic literature, reference and learning materials. We work with the Scottish Book Trust to ensure age appropriate resources are available to those who need them and we can provide free Gaelic language support to support groups, health visitors, early years settings etc. as appropriate.

> **Target 21:. We will rotate our Gaelic resources around our larger libraries every 6 months. We will publicise the collection as and when in each new location and refresh and renew based on demand as appropriate.**
> Year 1-5 inclusive Lead Officer: Principal Librarian

> **Target 22: We will develop and promote Gaelic activity as part of the annual library services programme for Moray Libraries Book Festival (September). We will feature at least one Gaelic event as part of the programme each year. We will produce publicity and promotional material in Gaelic**
> Year 2-5 inclusive; Lead Officer : Principal Librarian

> **Target 23: We will develop and promote Gaelic activity as part of the annual library services programme for Book Week Scotland (November). We will feature at least one Gaelic event as part of the programme each year. We will produce publicity and promotional material bi-lingually.**
> Years 1-5 inclusive Lead Officer: Principal Librarian

The **Heritage Centre** has statistical accounts but no other Gaelic reference books. A carved lintel stone has been found with "Biodh fiala ri choicrich," roughly translated, "Be generous to strangers" above a doorway in Burghead. There is also a second French and Gaelic inscription that is being researched. It is over 200 years old and not listed on the Canmore site, which is an online catalogue of Scotland's archaeology, buildings, industrial and maritime heritage. https://canmore.org.uk/

> **Target 24: We will develop a project to actively collect images of Morays Gaelic Heritage to build a data-base and share with Canmore.**
> Years 2-5 inclusive; Leads: Heritage Officer, Corporate Gaelic Group and partners.

Communities Team

Community Learning & Development

14. **Community Learning & Development**

Our partnership CLD plan was published in 2021 with the priorities of:
- Learning for Life
- Active Citizens and Communities
- Participation and Community Voice; and
- Workforce Development
   http://www.moray.gov.uk/downloads/file138227.pdf

Within this there are cross cutting themes of:

- Addressing the impacts of rurality and poverty
- Improving mental health and wellbeing; and
- Addressing social isolation and helping people to reconnect.

The Moray Gaelic Group was a stakeholder in the development of the new CLD plan and both the priorities and themes are relevant to Gaelic.

As the Adult and Family Learning Team has been developing provision there have been requests for Gaelic and this will be responded to within the external funds available.

Target 25: We will Continue to service the Corporate Gaelic Group, apply for external funds & report on activity and manage funding   Year 1-5 inclusive; Lead: CLD Officer
Target 26: We will deliver 3 "Exploring Gaelic" sessions to staff and community groups   Year 1; Lead: CLD officer and Gaelic specialist.
Target 27: We will manage a Moray programme for World Gaelic Week   Year 1-5 inclusive; Lead: CLD Officer with partners
Target 28: We will seek external funding to secure a Gaelic speaking CLD worker Year 3;   Lead officer: CLD Officer

15. **HR Recruitment**

Where Gaelic Language is an essential criteria for a post the Person Specification will specify this and the post will be advertised in Gaelic and English.

Where it is deemed desirable for a post to have Gaelic language then the post should be advertised in English.

To show our commitment it is proposed that the Vacancy Management form is amended to include the following:

1. Is Gaelic Language an essential criteria for this post
2. Is Gaelic language a desirable criteria for this post

Employee Development: Learning Gaelic

Moray Council staff will be encouraged to learn Gaelic where it would add value to their role using flexi time, lunch-times, and late starts (where practicable) to do so.

Target 29: We will amend the Vacancy monitoring form to ensure recruiting officers consider Gaelic language criteria Year 1, Lead Officer: HR
Target 30: We will support and enable opportunities to learn Gaelic Year 2, Lead office: HR

16. **Environmental & Commercial Services**

Where new or replacement signage is required the service will work with the relevant communities to establish the best options for the signage, including the potential for bi-lingual signage.

Target 31: We will ensure we take a consistent approach to the inclusion of Gaelic when implementing new or replacing existing signage. Year 1-5 inclusive. Lead Officer: Head of Environmental & Commercial Services
Target 32: We will consider developing Gaelic initiatives linked to the development of the Moray Growth Deal, in line with the Deal's focus on Innovation from Tradition. Year 1-5 inclusive. Lead Officer: Head of Economic Growth & Development
Target 33: We will introduce bilingual Welcome signage in our public buildings Year 2-5 inclusive. Lead officer: Head of Environmental & Commercial Services.

17. **Appendices**

a) **Key Gaelic national partner links:**

Bòrd na Gàidhlig	Works to promote Gaelic throughout Scotland. Find information on the benefits of Gaelic education, being bilingual and your nearest Gaelic provider	https://www.gaidhlig.scot/
Fèisean nan Gàidheal	The organisation which supports the development of community-based Gaelic arts tuition festivals	https://www.feisean.org/en/
Comunn na Gàidhlig	An organisation which seeks to promote Scottish Gaelic language and culture	https://cnag.org

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Comann nam Pàrant	A Gaelic parents organisation which supports a network of local groups	https://www.parant.org.uk
Comhairle nan Leabhraichean	The Gaelic Books Council is the lead organisation with responsibility for supporting Scottish Gaelic authors and publishers	https://booksfromscotland.com
An Comunn Gàidhealach	An Comunn Gàidhealach has supported the teaching, learning and use of the Gaelic language and the study and cultivation of Gaelic literature, history, music and art for over 100years. Through the organisation and running of the Royal National Mòd and a network of provincial Mòds across Scotland, An Comunn Gaidhealach furthers the aims of supporting and developing all aspects of the Gaelic language, culture, history and heritage at local, national and international levels.	https://ancomunn.co.uk
Ainmean-Àite na h-Alba	A free database that provides a single source of authoritative information on Gaelic forms of place-names.	https://www.ainmean-aite.scot/

b) High level aims stipulated by Bòrd na Gaidhlig for Moray, and Moray Council's response

High-level Aims (proposed by Moray Council)	High-level Aims (amended by Bòrd na Gàidhlig)
High-level aims for the second edition of the Moray Council's (MC) Gaelic Language Plan.	**High-level aims for the second edition of the Moray Council's (MC) Gaelic Language Plan.**
Using Gaelic	**Using Gaelic**
MC will establish a permanent Gaelic Plan Group with representation from all departments and responsibility for development, delivery and monitoring of the Council's Gaelic language plan.	MC will establish a permanent Gaelic Plan Group with representation from all departments and responsibility for development, delivery and monitoring of the Council's Gaelic language plan.
MC will seek opportunities to develop our understanding of the cultural and heritage value of Gaelic across our different services.	MC will seek opportunities to develop our understanding of the cultural and heritage value of Gaelic across our different services.

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Where opportunities arise MC will consider how Gaelic can contribute to the development and promotion of the Cultural Quarter project within the Moray Growth Deal, in line with the Deal's focus on *Innovation from Tradition*.	MC will ensure that Gaelic is included in the Moray Growth Deal in line with the Deal's focus on *Innovation from Tradition*, particularly in the areas of heritage, culture, tourism and whisky.
Learning Gaelic	**Learning Gaelic**
MC will undertake the duty under the Education (Scotland) Act 2016 to promote and support, as appropriate, the potential for Gaelic medium and Gaelic learner education to MC residents, including the opportunity that exists under this Act for parents to request the establishment of Gaelic Medium Education (GME).	MC will undertake the duty under the Education (Scotland) Act 2016 to promote and support, as appropriate, the potential for Gaelic medium and Gaelic learner education to MC residents, including the opportunity that exists under this Act for parents to request the establishment of Gaelic Medium Education (GME).
MC will work with partners to develop opportunities for access to Gaelic for children and young people aged 3-18, using different ways of engaging learners, including digital means. Where there is demand from families for ongoing Gaelic provision MC will ensure there is a clear plan in place and look for opportunities, where appropriate, to develop planned Gaelic learning opportunities within ELC settings and schools.	The Moray Council will offer certificate courses in Gaelic Education in the Senior Phase S4-S6 and progressively implement this across all Secondary Schools. The Moray Council will develop an action plan with agreed targets to ensure that Gaelic as a modern language (L3) is available across primary schools in the authority.
MC will actively consult with parents and other responsible adults in the Council area to establish whether there is demand for Gaelic early years provision and Gaelic education (learner and Gaelic-medium). The top-level findings from the consultation will be shared with key stakeholders, including Bòrd na Gàidhlig.	MC will actively consult with parents and other responsible adults in the Council area to establish whether there is demand for Gaelic early years provision and Gaelic education (learner and Gaelic-medium). The top-level findings from the consultation will be shared with key stakeholders, including Bòrd na Gàidhlig.
MC will support adult Gaelic speakers and learners across the Council area.	MC will support adult Gaelic speakers and learners across the Council area.
Promoting Gaelic	**Promoting Gaelic**
MC will support events which highlight the present-day and traditional role of Gaelic in the area's community, arts and cultural life.	MC will support events which highlight the present-day and traditional role of Gaelic in the area's community, arts and cultural life.

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c. Corporate Aims – stipulated by Bòrd na Gaidhlig for all public bodies in Scotland

Amasan airson Seirbhisean Corporra	Corporate Service Aims
Àrd Phrionnsapalan	**Overarching Principles**
Spèis Cho-ionann A h-uile gealladh anns a' Phlana Ghàidhlig air a lìbhrigeadh dhan aon ìre anns a' Ghàidhlig agus anns a' Bheurla.	**Equal Respect** Gaelic language plan commitments delivered to an equal standard in both Gaelic and English.
Cothroman Follaiseach Gnìomhan practaigeach gus dèanamh cinnteach gu bheil fios aig luchd-obrach na buidhne agus am poball daonnan air na cothroman a th' ann gus Gàidhlig a chleachdadh leis an ùghdarras phoblach.	**Active Offer** Practical measures to ensure that staff and public are kept regularly informed of all opportunities that exist to use Gaelic in relation to the work of the public authority.
Treas Partaidhean A' dearbhadh gum bi ALEOs agus cunnradairean eile ag obair gus plana Gàidhlig an ùghdarrais phoblaich a chur an gnìomh.	**Third Parties** Ensure that Arm's Length Executive Organisations and other contractors help with the delivery of the public authority Gaelic language plan.
Gàidhlig na nì àbhaisteach Geallaidhean bhon phlana Ghàidhlig air an gabhail a-steach ann an structaran an ùghdarrais phoblaich tro thìde, le sgrùdadh cunbhalach airson cothroman a chomharrachadh taobh a-staigh bhuidseatan stèidhichte gus Gàidhlig a thoirt air adhart.	**Normalisation** Gaelic plan commitments are normalised within the structures of the public authority over time, with opportunities to grow Gaelic within existing budgets constantly assessed.
Pàrantan Corporra Gu bheilear mothachail air na dleastanasan a th' ann mar Pàrant Corporra gum bi a h-uile pàiste is neach òg fo chùram no a b' àbhaist a bhith fo chùram le Gàidhlig a' faighinn na h-aon cothroman 's a tha clann le cànain eile.	**Corporate Parenting** That the authority is aware of the duties of a Corporate Parent to ensure that looked after children and young people and care leavers with Gaelic receive the same opportunities as those with other languages.
Inbhe	**Status**
Suaicheantas Ag amas air suaicheantas corporra anns a' Ghàidhlig agus anns a' Bheurla a chruthachadh nuair a thig a' chiad chothrom agus mar phàirt den phròiseas ùrachaidh.	**Logo** Aim to render the corporate logo in both Gaelic and English at the first opportunity and as part of any renewal process.
Soidhnichean Prìomh shoidhnichean air an dèanamh dà-chànanach nuair a thathar gan ùrachadh.	**Signage** Prominent signage will include Gaelic and English as part of any renewal process.

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Conaltradh leis a' phoball	Communicating with the public
Brosnachadh Teachdaireachdan gu bheil fàilte air conaltradh sa Ghàidhlig bhon poball daonnan.	**Promotion** Positive message that communication from the public in Gaelic is always welcome.
Conaltradh sgrìobhte Fàilte ga cur air conaltradh sgrìobhte sa Ghàidhlig (post, post-d agus meadhanan sòisealta) daonnan agus bidh freagairt ann sa Ghàidhlig, a rèir clàr-ama conaltraidh àbhaisteach na buidhne.	**Written Communication** Written communication in Gaelic is always accepted (post, email and social media) and replies will be provided in Gaelic in accordance with the general policy.
Ionad-fàilte agus am fòn Far a bheil luchd-obrach le Gàidhlig ann airson seo a thoirt seachad, gheibh iad taic airson seo a dhèanamh agus thèid sanasachd a dhèanamh air t-seirbheis dhan phoball.	**Reception and phone** Where Gaelic speaking staff are capable of providing this service, they are supported to do so and the service is promoted to the public.
Coinneamhan Cothroman airson coinneamhan dà-chànanach no sa Ghàidhlig a chumail air an rannsachadh gu cunbhalach agus air am brosnachadh.	**Public meetings** Opportunities to hold public meetings bilingually or in Gaelic are regularly explored and promoted.
Fiosrachadh	**Information**
Fiosan-naidheachd Prìomh fhiosan-naidheachd agus fiosan-naidheachd mu dheidhinn na Gàidhlig air an cuairteachadh sa Ghàidhlig agus sa Beurla.	**News releases** High profile news releases and all news releases related to Gaelic are circulated in both Gaelic and English.
Meadhanan sòisealta Stuth Gàidhlig ga sgaoileadh tro na meadhanan sòisealta gu cunbhalach, le stiùir bho ìre cleachdaidh no cleachdadh a dh'fhaodadh a bhith ann.	**Social Media** Gaelic content distributed regularly through social media, guided by the level of actual and potential users
Làrach-lìn Stuth Gàidhlig air làrach-lìn an ùghdarrais phoblaich, le prìomhachas air na duilleagan le faicsinneachd mhòr.	**Website** Gaelic content should be available on the public authority's website, with emphasis given to the pages with the highest potential reach.
Irisean Corporra Irisean corporra sa Ghàidhlig agus Beurla le prìomhachas air sgrìobhainnean le faicsinneachd mhòr.	**Corporate Publications** Produced in Gaelic and English, with priority given to those with the highest potential reach.
Taisbeanaidhean Cothroman airson taisbeanaidhean dà-chànanach no sa Ghàidhlig a chumail air an rannsachadh gu cunbhalach agus air am brosnachadh, le prìomhachas air an fheadhainn aig a bheil a' bhuaidh as motha.	**Exhibitions** Opportunities to deliver public exhibitions bilingually or in Gaelic should be explored on a regular basis, with priority given to those with the highest potential impact.

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Luchd-obrach	Staff
Sgrùdadh Luchd-obrach Sgrùdadh cunbhalach air sgilean Gàidhlig agus iarrtasan airson trèanadh Gàidhlig tro bheatha gach plana.	**Internal audit** Conduct an internal audit of Gaelic skills and training needs through the life of each plan.
Inntrigeadh Eòlas air a' phlana Ghàidhlig mar phàirt den phròiseas inntrigidh.	**Induction** Knowledge of the public authority's Gaelic language plan included in new staff inductions
Trèanadh cànain Trèanadh ann an sgilean Gàidhlig ga thabhann agus ga bhrosnachadh, gu sònraichte a thaobh a bhith a' cur plana Gàidhlig na buidhne an gnìomh.	**Language training** Gaelic language skills training and development offered to staff, particularly in relation to implementing the public authority's Gaelic language plan.
Trèanadh le Fiosrachadh mun Ghàidhlig Trèanadh le fiosrachadh mun Ghàidhlig, le prìomhachas air stiùirichean, buill bùird, comhairlichean agus luchd-obrach air a bheil dleastanas a bhith a' conaltradh leis a' mhòr-shluagh.	**Awareness training** Gaelic awareness training offered to staff, with priority given to directors, board members, councillors and staff dealing directly with the public.
Fastadh A' toirt aithne is spèis do sgilean Gàidhlig mar phàirt den phròiseas fhastaidh. Gàidhlig ainmichte mar sgil a tha na buannachd agus/no a tha riatanach gus seirbheisean Gàidhlig a lìbhrigeadh agus a rèir na comhairle laghail aig Bòrd na Gàidhlig. Sanasan-obrach dà-chànanach no sa Ghàidhlig airson dreuchdan far a bheil Gàidhlig ainmichte mar sgil riatanach.	**Recruitment** Recognising and respecting Gaelic skills within the recruitment process. Gaelic named as an essential and / or desirable skill in job descriptions in order to deliver the Gaelic language plan and in accordance with the Bòrd na Gàidhlig recruitment advice. Bilingual or Gaelic only job adverts for all posts where Gaelic is an essential skill.
Corpas na Gàidhlig	**Gaelic Language Corpus**
Gnàthachas Litreachaidh na Gàidhlig Leanaidh an t-ùghdarras Poblach Gnàthachas Litreachaidh na Gàidhlig as ùire mar stiùir airson a h-uile rud sgrìobhte aca.	**Gaelic Orthographic Conventions** The most recent Gaelic Orthographic Conventions will be followed in relation to all written materials produced by the public authority.
Ainmean-àite Iarrar stiùireadh bho Ainmean-Àite na h-Alba agus cumar ris an stiùireadh sin.	**Place names** Gaelic place name advice from Ainmean-Àite na h-Alba is sought and used.

BÒRD NA GÀIDHLIG

FOIRM DÀTA BLIADHNAIL 2021-2022
ANNUAL RETURN FORM 2021-2022

Ainm na buidhne Organisation's name	Moray Council

Prìomh Dhàta Measaidh
Primary Indicator Data

Fios bhon Phoball **Communications from the Public**	Cia mheud brath sgrìobhte a fhuair am buidheann bhon phoball ann an Gàidhlig am-bliadhna? How many written communications have the organisation received from the public in Gaelic this year?	None
A' sgaoileadh fiosrachaidh **Dissemination of information**	Cia mheud pìos a sgaoil am buidheann air na meadhanan sòisealta ann an Gàidhlig am-bliadhna? How many posts did the organisation distribute on social media in Gaelic this year?	4 Via UHI/Moray Gaelic Group/
	Cia mheud fios-naidheachd a chaidh a sgaoileadh leis a' bhuidheann anns a' Ghàidhlig am-bliadhna? How many press releases did the organisation publish in Gaelic this year?	3 WGW; Have you Gaelic? CLD plan
Luchd-obrach **Staff**	Cia meud neach-obrach a fhuair cothrom trèanaidh ann an sgilean Gàidhlig am-bliadhna? How many staff received Gaelic skills training this year?	70 people via our World Gaelic Week programme; 4 via Moray Gaelic Group
	Cia mheud dreuchd a th' agaibh an-dràsta far a bheil Gàidhlig ann mar sgil riatanach? How many posts do you currently have where Gaelic is an essential skill?	None

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	Cia mheud neach-obrach a th' agaibh an-dràsta aig a bheil sgilean Gàidhlig? How many staff currently within the organisation have Gaelic skills?	12+
Foillseachaidhean **Publications**	Cia mheud foillseachadh a dh'fhoillsich am buidheann gu dà-chananach am-bliadhna? How many organisational publications have been published bilingually (Gaelic and English) this year?	Two: CLD plan easy read; Equalities form now includes Gaelic
Inbhe **Status**	Cia mheud soidhne dà-chànanach a chuir am buidheann an àirde am-bliadhna? How many new bilingual signs has the organisation erected this year?	None

Prìomhachasan a' Phlana Cànain Nàiseanta Gàidhlig   **National Gaelic Language Plan Priorities**
Cleachdadh na Gaidhlig / Using Gaelic   Ciamar a tha a' bhuidhinn a' toirt fàs air cleachdadh na Gàidhlig?   How is the organisation increasing the use of Gaelic?
A staff skills audit was undertaken which highlighted some interest in Gaelic. 53 people were interested in a follow up discussion from a survey return of 251. There is also partnership work with Moray Gaelic Group and Moray College UHI who have continued to deliver a Monday night session on-line and support initiatives.   In March Moray delivered a programme for World Gaelic Week which was published bi-lingually. This included targeted sessions from early years, primary to secondary for teachers; a Gaelic place names of Moray input from Ainmean-Àite na h-Alba; Cofaidh agus Craic at the College; and 3 beginners' opportunities. 70 individual people participated in the week. Participants also received free copies of Learn Gaelic pocket resource.   As a result of this there was a programme created and broadcast by Keith Community Radio which covers Moray-wide https://www.mixcloud.com/upload/KCR1077/world-gaelic-week-3-may-2022/complete/   A Gaelic session has been requested from a Family Learning group and a session will be delivered in the autumn.   A further programme was made about the creation of the next Gaelic Plan and broadcast on the 13th June. https://www.mixcloud.com/upload/KCR1077/benefit-from-advice-moray-gaelic-plan-13-june-2022/complete/
Ionnsachadh na Gàidhlig / Learning Gaelic   Ciamar a tha a' bhuidhinn a' toirt fàs air ionnsachadh na Gaidhlig?   How is the organisation increasing the learning of Gaelic?

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Learners are encouraged to attend the Moray Gaelic Groups on-line sessions.

In the last month a new tutor has come forward to offer taster sessions to complete beginners in short blocks to gauge interest. We know people fall out of classes and want to try and reconnect with them. However the infrastructure for this is fragile if her personal circumstances change.

Edinburgh City have agreed to support a lunch and learn on-line pilot in the autumn.

Learner's materials are now available in the public library as well as novels and interest books which will be rotated round the Council libraries.

A'cur air adhart na Gàidhlig / Promoting Gaelic
Ciamar a tha a' buidhinn a' cur deagh iomhaigh air adhart airson na Gàidhlig?
How is the organisation promoting a positive image of Gaelic?

In June we had a Gaelic stand at Rotafest in Elgin, from this, one young parent came forward as an interested learner. Participants also received free copies of Learn Gaelic pocket resource.
The Adult & Family Learning team have had a request for a beginners Gaelic session too which will be delivered next term.
An initial Gaelic Bookbug session has been delivered through the Libraries.
Books were purchased from the Gaelic Books Council which have been catalogued and will be rotated round the main libraries and have advertising via social media. We now have a flag that highlights Gaelic provision which will be used at events to spark interest.

https://newsroom.moray.gov.uk/news/moray-council-to-embrace-the-first-world-gaelic-week

Moray Council
21 March · 🌐

Check out the sessions being held this week, and how to get involved 👇

NEWSROOM.MORAY.GOV.UK
Moray Council to embrace the first World Gaelic Week
RESIDENTS across Moray are invited to take part in a number of activities to celebrate the first-...

Barry Weiland-Jarvis and 25 others   11 comments 1 share

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Fiosrachadh dearcnachaidh eile

Other monitoring information

A' brosnachadh Foghlam Gàidhlig

Promotion of Gaelic Education

Chan fheum ach Ùghdarrasan Ionadail seo a lìonadh a-steach

For Local Authorities only to complete

Fo Earrainn 15 de dh'Achd an Fhoghlaim (Alba) 2016, feumaidh ùghdarrasan ionadail aig a bheil foghlam Gàidhlig anns an sgìre aca seo a shanasachd ann an dòigh iomchaidh. Feumaidh gach ùghdarras ionadail sanasachd a dhèanamh air na còraichean a th' aig pàrantan gus tagradh a dhèanamh airson foghlam Gàidhlig aig ìre na bun-sgoile agus foghlam luchd-ionnsachaidh na Gàidhlig a stèidheachadh. Ciamar a tha sibh a' coileanadh an dleastanais seo?

Under Section 15 of the Education (Scotland) Act 2016, local authorities which already provide Gaelic education in their area must take reasonable steps to promote this. All local authorities must take reasonable steps to promote the rights which parents have under the Act to make a request for Gaelic Medium Primary Education and the potential provision of Gaelic Learner Education. Could you tell us how you are undertaking this?

There is no GME in Moray.
All secondary pupils are offered e sgoil as a choice. One pupil accessed this last year.

Pàrantan Corporra

Corporate Parenting

Chan fheum ach Pàrantan Chorporra seo a lìonadh a-steach

For Corporate Parents only to complete

Am b' urrainn dhuibh dàta a thoirt dhuinn air an àireimh de dhaoine òga le Gàidhlig a tha, no a tha air a bhith, fo chùram a tha clàraichte leis an Ùghdarras.

Please provide data on the number of Gaelic-speaking care experienced young people registered with the Authority.

None at present.

Am b' urrainn dhuibh fiosrachadh a thoirt dhuinn air tachartasan no cothroman a tha sibh a' cur air dòigh airson daoine òga le Gàidhlig a tha, no a tha air a bhith, fo chùram a tha clàraichte leis an Ùghdarras. Please provide information on activities or opportunities you provide for Gaelic- speaking care experienced young people.
We have no children at the moment who have requested Gaelic.

Co-ionannachd Equalities

Bu chòir don a h-uile buidheann seo a lìonadh a-steach

For all organisations to complete

An do chomharraich an t-ùghdarras poblach agaibh cùisean sònraichte sam bith co-cheangailte ri co-ionannachd chothroman a thaobh leasachadh na Gàidhlig? Has your public authority identified any particular issues relating to equality of opportunity with regard to the development of Gaelic language?

1. The lack of experienced tutors who are prepared to deliver classes or activities.
2. It would be helpful to have a funding stream for qualified CLD workers who are Gaelic speakers to stimulate and develop provision, plus build capacity.
3. A list of Gaelic touring companies or individuals would be helpful to promote interest in the language.
4. It would be helpful to receive "introductions" to Gaelic speakers from Gaelic organisations to help develop provision.

A bheil poileasaidhean, modhan-obrach no dòighean-obrach sam bith co-cheangailte ri co- ionannachd a chaidh a chur an gnìomh leis an ùghdarras phoblach agaibh, no a tha gan cur an gnìomh an-dràsta, a bhuineas ri bhith a' cur co-ionannachd chothroman air adhart an lùib leasachadh na Gàidhlig? An inns sibh dhuinn mun deidhinn? Are there any equalities policies, procedures or measures that have been implemented by your public authority, or are in the process of being implemented, that are relevant to advancing the equality of opportunity in the development of Gaelic language? Can you tell us about them?
None

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A bheil eisimpleirean ann de cheumannan sònraichte a ghabh sibh gus piseach a thoirt air in- ghabhail agus com-pàirteachas a tha air obrachadh gu sònraichte math a thaobh leasachadh na Gàidhlig taobh a-staigh an ùghdarrais phoblaich agaibh? An inns sibh dhuinn nam biodh sibh toilichte nan sgaoileadh Bòrd na Gàidhlig na h-eisimpleirean agaibh agus nan dèanamaid sanasachd orra.

Are there examples of implementing specific measures to improve inclusivity or engagement that have worked particularly well regarding Gaelic language development for your public authority? Please indicate if you would be happy for Bòrd na Gàidhlig to share and promote the examples provided.

None

Amasan airson Seirbhisean Corporra	Corporate Service Aims	
Àrd Phrionnsabalan	Overarching Principles	
Spèis Cho-ionann A h-uile gealladh anns a' phlana Ghàidhlig air a lìbhrigeadh dhan aon ìre anns a' Ghàidhlig agus anns a' Bheurla.	**Equal Respect** Gaelic language plan commitments delivered to an equal standard in both Gaelic and English.	AMBER: at forming stages
Cothroman Follaiseach Gnìomhan practaigeach gus dèanamh cinnteach gu bheil fios aig luchd-obrach na buidhne agus am poball daonnan air na cothroman a th' ann gus Gàidhlig a chleachdadh leis an ùghdarras phoblach.	**Active Offer** Practical measures to ensure that staff and public are kept regularly informed of all opportunities that exist to use Gaelic in relation to the work of the public authority.	GREEN: a Gaelic landing page is being created on the Councils website with resources, contacts and opportunities highlighted.
Treas Phàrtaidhean A' dearbhadh gum bi ALEOs agus cunnradairean eile ag obair gus plana Gàidhlig an ùghdarrais phoblaich a chur an gnìomh.	**Third Parties** Ensure that Arm's Length Executive Organisations and other contractors help with the delivery of the public authority Gaelic language plan.	GREEN: Positive working relationship with Moray Gaelic Group; Moray College UHI
Gàidhlig na nì àbhaisteach Geallaidhean bhon phlana Ghàidhlig air an gabhail a- steach ann an structaran an ùghdarrais phoblaich tro thìde, le sgrùdadh cunbhalach airson cothroman a chomharrachadh taobh a-staigh bhuidseatan stèidhichte gus Gàidhlig a thoirt air adhart.	**Normalisation** Gaelic plan commitments are normalised within the structures of the public authority over time, with opportunities to grow Gaelic within existing budgets constantly assessed.	AMBER: we now have a corporate Gaelic Group which meets monthly.
Pàrantan Corporra Gu bheilear mothachail air na dleastanasan a th' ann mar Phàrant Corporra gum bi a h-uile pàiste is neach òg fo chùram no a b' àbhaist a bhith fo chùram le Gàidhlig a' faighinn na h-aon cothroman 's a tha clann le cànain eile.	**Corporate Parenting** That the authority is aware of the duties of a Corporate Parent to ensure that looked after children and young people and care leavers with Gaelic receive the same opportunities as those with other languages.	GREEN; no requests currently

Inbhe	Status			

Inbhe	Status			
Suaicheantas Ag amas air suaicheantas corporra anns a' Ghàidhlig agus anns a' Bheurla a chruthachadh nuair a thig a' chiad chothrom agus mar phàirt den phròiseas ùrachaidh. Bu chòir an aon ìre follaiseachd a bhith ann airson an dà chànain san t-suaicheantas.	**Logo** Aim to render the corporate logo in both Gaelic and English at the first opportunity and as part of any renewal process. The logo should demonstrate equal prominence for both languages.		RED: no movement We have used the Gaidhlig logo to promote activities and events.	
Soidhnichean Prìomh shoidhnichean air an dèanamh dà-chànanach nuair a thathar gan ùrachadh.	**Signage** Prominent signage will include Gaelic and English as part of any renewal process.		AMBER: this will be agreed as and when situations arise.	
Conaltradh leis a' phoball	**Communicating with the public**			
Adhartachadh A' toirt teachdaireachd bhrosnachail seachad gum bithear daonnan a' cur fàilte air conaltradh a nì am mòr-shluagh ris an ùghdarras ann an Gàidhlig.	**Promotion** Positive message that communication from the public in Gaelic is always welcome.		GREEN: as per our equal opportunities policy.	
Conaltradh sgrìobhte Bithear daonnan a' gabhail ri conaltradh sgrìobhte ann an Gàidhlig (litrichean, puist-d agus na meadhanan sòisealta) agus thèid freagairtean Gàidhlig a thoirt seachad a rèir a' phoileasaidh choitchinn.	**Written Communication** Written communication in Gaelic is always accepted (post, email and social media) and replies will be provided in Gaelic in accordance with the general policy.		GREEN: albeit there will be a slight time delay.	
Ionad-fàilte agus am fòn Nuair as urrainn do luchd-obrach le Gàidhlig an t-seirbheis seo a thoirt seachad, gheibh iad taic airson sin a dhèanamh, agus thèid sanasachd a dhèanamh air an t-seirbheis am measg a' mhòr-shluaigh.	**Reception and phone** Where Gaelic speaking staff are capable of providing this service, they are supported to do so and the service is promoted to the public.		RED: We do not provide a walk in access point. Currently there is not the staff trained to provide this service.	
Coinneamhan Thèid coimhead gu cunbhalach air na cothroman a th' ann gus coinneamhan poblach a chumail gu dà-chànanach no ann an Gàidhlig, agus thèid sanasachd a dhèanamh orra.	**Public meetings** Opportunities to hold public meetings bilingually or in Gaelic are regularly explored and promoted.		AMBER: If this was a need then it would be accommodated. To date this has not been requested.	

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Fiosrachadh	Information			
Fiosan-naidheachd Prìomh fhiosan-naidheachd agus fiosan-naidheachd mu dheidhinn na Gàidhlig air an cuairteachadh sa Ghàidhlig agus sa Beurla.	**News releases** High profile news releases and all news releases related to Gaelic are circulated in both Gaelic and English.			AMBER: press releases through MC have gone out in English; CLD ones have been bi-lingual via social media.
Na Meadhanan sòisealta Thèid susbaint Ghàidhlig a sgaoileadh gu cunbhalach sna meadhanan sòisealta, agus sin a rèir an uiread luchd-cleachdaidh Gàidhlig a th' ann agus a dh'fhaodadh a bhith ann.	**Social Media** Gaelic content distributed regularly through social media, guided by the level of actual and potential users			RED: early days.
An Làrach-lìn Bu chòir susbaint Ghàidhlig a bhith ri faotainn air làrach-lìn an ùghdarrais phoblaich, agus prìomhachas ga thoirt do na duilleagan a dh'fhaodadh an àireamh as motha de dhaoine a tharraing.	**Website** Gaelic content should be available on the public authority's website, with emphasis given to the pages with the highest potential reach.			RED: Content of CLD plan; Education working on a page of learning reources, otherwise statutory information available.
Foillsichidhean Corporra Thèid an ullachadh ann an Gàidhlig is Beurla, agus prìomhachas ga thoirt don fheadhainn a dh'fhaodadh an àireamh as motha de dhaoine a leughadh.	**Corporate Publications** Produced in Gaelic and English, with priority given to those with the highest potential reach.			AMBER: offer to translate is requested through equal opportunities policy
Tairbhe a' Chànain Bidh pròiseas ann gus dèanamh cinnteach gu bheil a' Ghàidhlig a gheibhear san fhiosrachadh chorporra uile aig deagh ìre agus gun gabh a tuigsinn	**Language Utility** A process is in place to ensure that the quality and accessibility of Gaelic language in all corporate information is high.			RED: this would only be available through the translation service.
Taisbeanaidhean Bu chòir beachdachadh gu cunbhalach air cothroman gus taisbeanaidhean poblach a shealltainn gu dà-chànanach no ann an Gàidhlig, le prìomhachas ga thoirt don fheadhainn a dh'fhaodadh a' bhuaidh as motha a thoirt air	**Exhibitions** Opportunities to deliver public exhibitions bilingually or in Gaelic should be explored on a regular basis, with priority given to those with the highest potential impact.			AMBER: we have no arts development service. Partnership opportunities through Moray College CLD initiatives

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cùisean.		discussed, but no students to date. Remembering Together project raised but so far no requests.

Luchd-obrach	Staff	■■■
Sgrùdadh air sgilean Thèid sgrùdadh a dhèanamh air sgilean Gàidhlig an luchd-obrach agus na feumalachdan trèanaidh aca a thaobh Gàidhlig rè ùine gach plana.	**Internal audit** Conduct an internal audit of Gaelic skills and training needs through the life of each plan.	GREEN: 251 respondents; 53 follow ups
Fiosrachadh Inntrigidh Bidh fiosrachadh mu Phlana Gàidhlig an ùghdarrais phoblaich mar phàirt den fhiosrachadh inntrigidh a gheibh luchd-obrach ùr.	**Induction** Knowledge of the public authority's Gaelic language plan included in new staff inductions	GREEN, meeting held with employed development to incorporate.
Trèanadh cànain Thèid cothroman trèanaidh is leasachaidh airson sgilean Gàidhlig a thabhann don luchd-obrach, gu h-àraidh mar thaic do bhith a' coileanadh Plana Gàidhlig an ùghdarrais phoblaich.	**Language training** Gaelic language skills training and development offered to staff, particularly in relation to implementing the public authority's Gaelic language plan.	GREEN, via Moray Gaelic Group
Trèanadh le Fiosrachadh mun Ghàidhlig Trèanadh le fiosrachadh mun Ghàidhlig, le prìomhachas air luchd-obrach aig àrd ìre, luchd co-dhùnaidh eile agus luchd-obrach air a bheil dleastanas a bhith a' conaltradh leis a' mhòr-shluagh.	**Awareness training** Gaelic awareness training offered, with priority given to senior staff, other key decision makers and staff dealing directly with the public.	GREEN: session delayed because of new intake of councillors and availability of recommended tutor: autumn deadline
Fastadh A' toirt aithne do is a' cur sùim ann an sgilean Gàidhlig an lùib nam pròiseasan fastaidh air feadh an ùghdarrais phoblaich.	**Recruitment** Recognising and respecting Gaelic skills within the recruitment process throughout the authority	GREEN: HR implementing new policy
Fastadh Bidh Gàidhlig air a h-ainmeachadh mar sgil riatanach agus / no a tha na buannachd ann an tuairisgeulan obrach gus cuideachadh le bhith a' cur a' Phlana Ghàidhlig an gnìomh agus a rèir an stiùiridh bho Bhòrd na Gàidhlig airson luchd-obrach fhastadh.	Recruitment Gaelic named as an essential and / or desirable skill in job descriptions in order to deliver the Gaelic language plan and in accordance with the Bòrd na Gàidhlig recruitment advice.	AMBER: no current jobs as of yet, however discussions progressing with NQT's

Fastadh Bidh sanasan-obrach dà-chànanach ann no ann an Gàidhlig a-mhàin airson a h-uile dreuchd far a bheil Gàidhlig na sgil riatanach.	Recruitment Bilingual or Gaelic only job adverts for all posts where Gaelic is an essential skill.	AMBER: if requested
Corpas na Gàidhlig	**Gaelic Language Corpus**	
Gnàthachas Litreachaidh na Gàidhlig Thèid cumail ris an tionndadh as ùire de Ghnàthachas Litreachaidh na Gàidhlig anns na stuthan sgrìobhaidh uile a thèid fhoillseachadh leis an ùghdarras phoblach.	**Gaelic Orthographic Conventions** The most recent Gaelic Orthographic Conventions will be followed in relation to all written materials produced by the public authority.	GREEN
Ainmean-àite Iarrar agus gabhar ri comhairle bho Ainmean-Àite na h-Alba air ainmean-àite Gàidhlig.	**Place names** Gaelic place name advice from Ainmean-Àite na h-Alba is sought and used.	GREEN Session delivered as part of World Gaelic Week. No requests in 2021-2022.

d) **Background information on the benefits of bilingualism:** **Appendix 4**

- https://www.bilingualism-matters.org/
- https://scilt.org.uk/Primary/Promotinglanguages/tabid/1319/Default.aspx
- https://www.bbc.com/future/article/20160811-the-amazing-benefits-of-being-bilingual
- https://www.gov.scot/policies/languages/language-learning/#:~:text=Benefits%20of%20learning%20additional%20languages&text=By%20supporting%20our%20young%20people,of%20other%20countries%20and%20cultures

REPORT TO: CORPORATE COMMITTEE ON 8 NOVEMBER 2022

SUBJECT: LEASE OF PINEFIELD ALLOTMENT SITE

BY: DEPUTE CHIEF EXECUTIVE (EDUCATION, COMMUNITIES & ORGANISATIONAL DEVELOPMENT)

1. REASON FOR REPORT

1.1 To invite Committee to approve the lease of the Pinefield Allotment site to the Elgin Allotment Association at a nominal rent of £1 per annum.

1.2 This report is submitted to Committee in terms of Section III (B) (22 & 31) of the Council's Scheme of Administration relating to the Council's Strategy, Policy, budgetary and monitoring arrangements and to the approval of new rental concessions up to £50,000 per annum.

2. RECOMMENDATION

2.1 It is recommended that the Committee agrees to provide the Elgin Allotment Association with a lease for occupation of the Pinefield Allotment site once developed at a nominal rent of £1 per annum, for as long as the group are undertaking agreed delegated management functions.

3. BACKGROUND

3.1 On 15 March 2022 Committee approved the revised Moray Council Allotment Policy (para 10 of the minute refers).

3.2 The policy provides guidance and principles that allows the Council to work with all stakeholders to identify and develop allotment sites in line with the requirements of Part 9 of the Community Empowerment (Scotland) Act 2015. It also provides information on responsibilities and guidance to support partnership working between Moray Council, allotment community management groups and other stakeholders in managing allotment provision.

3.3   As per the Allotment policy once the waiting list within a particular community reaches 15 applicants the Council must take reasonable steps to provide allotments including, but not limited to:

- Analysing demand;
- Disseminating information;
- Developing partnership working;
- Identifying all land in the area that is suitable for growing;
- Ensuring there is sufficient suitable land to satisfy future demand;
- Understanding the individual needs of those on the waiting list.

The Allotment Association membership is open to residents of Moray with priority given to those living in Elgin. In Elgin the waiting list for allotments is currently 23 applicants.

3.4   In terms of developing partnership working the policy requires officers to work together with voluntary sector agencies, Community Management Groups and other stakeholders in the design and delivery of new allotment sites and, where they are suitable and willing, to support Community Management Groups to take on management responsibilities for allotment sites.

3.5   The Elgin Allotment Association is a well-established group which currently runs a successful small organic garden share project in Elgin. The Pinefield site was identified for allotments in 2016 and planning permission was secured in 2017. Since the revised Moray Council Allotments Policy was agreed the group has been working with the Council project team (through the Community Support Unit) on progressing the plans for the allotment site. The allotment site works, which are being funded through the Council's Place Based Investment Programme, are due to be completed by March 2023.

3.6   In line with Council policy the Elgin Allotment Association will be supported to take on the lease of the completed site, and the delegation of management responsibilities in line with agreed allotment regulations.

3.7   The market rent of the site has been assessed as approximately £2,700 per annum and a draft lease is being prepared. As the Elgin Allotment Association will be taking on responsibilities that would otherwise be undertaken by Council staff it is proposed that the annual rent is reduced to a nominal rent of £1 per annum, for as long as the Group continues to undertake agreed delegated management functions.

4.   **SUMMARY OF IMPLICATIONS**

(a)   **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

This report supports the LOIP outcomes:

- Empowering and Connecting Communities

And the Corporate Plan Priority:

- Empowering and supporting communities to build capacity

(b)   **Policy and Legal**

There are no policy or legal implications arising directly from this report.

(c)   **Financial implications**

If the Committee agree the recommendation in this report the rent reduction will be £2,700 per annum. If the Elgin Allotment Association were not able to take on management responsibilities for the site there would be a requirement for Council staff to provide management oversight. There is currently no capacity within Council teams to provide this service, therefore this would be an additional cost to the Council.

When the Council approved the budget for 2022/23 on 22 February 2022 (paragraph 3 of the Minute refers) it balanced only by using reserves and one-off financial flexibilities. The indicative 3 year budget showed a likely requirement to continue to make savings in the order of £20 million in the next two years.   All financial decisions must be made in this context and only essential additional expenditure should be agreed in the course of the year. In making this determination the committee should consider whether the financial risk to the Council of incurring additional expenditure outweighs the risk to the Council of not incurring that expenditure, as set out in the risk section below and whether a decision on funding could reasonably be deferred until the budget for future years is approved.

(d)   **Risk Implications**

The lease agreement and associated allotment regulations will set out roles and responsibilities in terms of the overall management of the allotment site, which reduces risk for the Council and the Elgin Allotment Association. Lease terms are being drafted by the Council and have not yet been discussed in detail with the Allotment Association. However as the proposed lease terms will be standard it is expected that there will be few difficulties in reaching agreement between the parties.

The Council does not own a small area of the designated allotment site and requires to purchase land from a third party. However provisional terms have been agreed and officers are progressing under delegated powers. The risks of this not concluding are considered small.

(e)   Staffing Implications

There are no staffing implications arising from this report.

(f)   Property

There are no specific property implications arising directly from this report. The detailed design of the site is in process, with works expected to commence in January and complete by 31 March 2023.

(g)   Equalities/Socio Economic Impact

The Pinefield allotment site is being designed in accordance with all accessibility requirements. As part of our Community Support Unit (CSU) support to the Elgin Allotment Association officers will provide advice with regard to the inclusion of children, elderly and disabled users.

(h)   Climate Change and Biodiversity Impacts

The provision of allotment spaces helps the climate emergency by supporting biodiversity and local food growing. Local food growth can support the reduction in carbon emissions associated with importing and transporting food.

(i)   Consultations

Head of Housing and Property, Head of Economic Growth and Development, Head of Environmental and Commercial Services, Chief Financial Officer, Legal Services Manager, Lindsey Robinson, Committee Services Officer, the Human Resources Manager, the Equal Opportunities Officer and members of the Pinefield Allotment Project Teams have been consulted and the comments received have been incorporated into the report.

5.   CONCLUSION

5.1   Committee is asked to consider a nominal rent for the lease of the new Pinefield Allotment Site to the Elgin Allotment Association in recognition of the delegated management responsibilities that will be undertaken by the group and that would otherwise fall to Council staff.

Author of Report: Jo Shirriffs, Head of Education Resources & Communities
Background Papers:
Ref: SPMAN-9425411-82

REPORT TO: CORPORATE COMMITTEE 8 NOVEMBER 2022

SUBJECT: MENTAL HEALTH AND WELLBEING PULSE SURVEY 2022

BY: DEPUTE CHIEF EXECUTIVE (EDUCATION COMMUNITIES AND ORGANISATIONAL DEVELOPMENT)

1.   REASON FOR REPORT

1.1   To inform Committee of the results from the Mental Health and Wellbeing Pulse Survey 2022 and for Committee to approve the actions arising from the report.

1.2   This report is submitted to Committee in terms of Section III B (24)(c) and (25) of the Council's Scheme of Administration relating to formulating, supervising the implementation of and review as necessary the policy and practices of the council for all employees in relation to the recruitment, training and development, health, safety and welfare and practices of the Council.

2.   RECOMMENDATION

2.1   It is recommended that the Committee:

(i)   consider and note the results of the 2022 mental health and wellbeing pulse survey; and

(ii)   approve the actions arising from the results

3.   BACKGROUND

3.1   Since 2006 Moray Council have regularly surveyed the workforce on employment related issues. Due to the pandemic in 2020 it was considered essential to measure and understand the impact of the pandemic on the workforce to enable the Council to support staff during the recovery phase. Therefore, at the start of 2021 it was decided to complete a specific mental health and wellbeing survey instead of the usual employee survey. As with the employee survey, actions designed to address the issues were identified based on the survey results. These fed into the workforce culture and employee engagement programme. The following provides a summary of the actions arising from the 2021 survey:

- Continue to disaggregate the results to an incremental bespoke approach specific to each service.
- Focus engagement and culture activity on improving the knowledge and management of mental health, increasing mental health awareness, communicating change effectively and improving the management of workload and time pressures.
- Progress discussions with management teams on survey results.
- Development of monitoring arrangements via the workforce planning process.

3.2 Given the wider reported impacts of the pandemic on the psychological wellbeing of individuals a shorter mental health and well-being pulse survey was undertaken in June/July 2022. The aim was to collect information during the pandemic recovery phase and to identify whether the issues identified in the 2021 survey remained the same. The survey was designed, administered and analysed in-house.

3.3 The survey was available electronically with paper copies available to employees with no ready access to a work computer. It contained nine questions which were structured to measure progress from 2021 and to assess whether the themes of work being undertaken still remained the priority areas of focus. 797 returns were received providing an overall response rate of 15.8%. Education provided the lowest return rate and this could be attributed to the timing coinciding with the end of the school year.

3.4 Results have been analysed and are being cascaded via an employee booklet and departmental results and improvement actions will be considered on both a corporate level and service level. Actions will feed into workforce culture and service planning processes.

4. RESULTS

The results to the pulse survey have been analysed and reported at corporate and service levels and, as in previous surveys there are variations in the issues that emerge at departmental/service level. The information in this report is supported by **Appendix A** which outlines the main findings, emerging themes and actions.

Overview:

4.1 The pulse survey displays an overall improving picture in terms of how supported the workforce report feeling and how well they have been able to manage their mental health and wellbeing during the recovery from the pandemic.

4.2 The results are generally positive and specific examples where the responses indicate that progress is being made are: feeling safe in the workplace, having a good work life balance and a higher number of respondents saying no to having experienced a mental health issue in the past year that required professional support. **Appendix A** provides more detailed results against each question theme.

4.3 In summary the results show in general the workforce has managed the impact of Covid well, however, there are specific service themes which require support and intervention in order to make improvements. Four services report comparatively higher results for attention: Roads and Fleet; Waste; Education: Teachers; and Education Resources and Communities: Libraries. This corresponds with last year's results.

4.4 It is also evident that there are areas that require improvement work such as anxiety about workload and employees' mental health being well looked after which are embedded in the wider aspects of our positive workforce culture activities, although they may require further focus within specific teams and services.

4.5 Although this was a pulse survey with fewer questions, it is evident from the survey results that the main themes arising from the 2021 survey remain relevant and the 2022 results confirm that our focus of work remains appropriate and relevant.

Actions

4.6 The immediate areas for action remain per the 2021 survey results and are specifically in relation to improving awareness of mental health, training staff to have a better understanding of how to support staff and their mental health, reviewing communications particularly across frontline services, finding ways to improve workload management and providing clarity on about future work practices.

4.7 A key focus for the immediate future is to complete the workload management toolkit pilot, evaluate the effectiveness and then roll out the final version to the wider workforce. Other areas identified in the last results are now incorporated into the Workforce Culture Action Plan including training solutions and interventions to support managers with improving their knowledge and skills of the management of mental health, with training being offered both in house and via the Flexible Working Fund provision and improving communications across frontline services.

4.8 The departmental analysis and related improvement actions and timescales will be identified and agreed with Heads of Service as part of the workforce planning process. This will ensure the interpretation of the results within the context of specific services and teams with resultant actions agreed and owned by the managers whilst being supported by the workforce culture team where necessary.

5. **SUMMARY OF IMPLICATIONS**

   (a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

   The work noted in this report supports the Council in achieving the objectives and priorities in the Corporate Plan and 10 Year Plan, and sets out how the Council will meet the challenges in making best use of its workforce and resources. In particular, the actions will ensure continued progress towards the aims of ensuring an engaged workforce with a positive workforce culture.

   (b) **Policy and Legal**

   There are no legal implications arising directly from this report.

   (c) **Financial implications**

   There are no financial implications arising from this report.

   (d) **Risk Implications**

   There is a risk of decreasing staff morale should no action be taken as a result of the survey findings. These are heightened at this point due to the recovery from the pandemic and the long term impact on mental health still not yet fully manifested.

   The complex nature of mental health and the multiple factors that influence individual situations combined with the long term nature of establishing a cultural shift in behaviours are factors in evidencing the impact of actions put in place and demonstrating change.

   (e) **Staffing Implications**

   There are no direct staffing implications arising from this report. However, the resource for employee engagement and culture work was reduced as part of savings made for the 2019-20 budget and given the increased requirement for support this will limit the speed in which progress can be made.

   (f) **Property**

   There are no property implications arising from this report.

   (g) **Equalities/Socio Economic Impact**

   There are no equalities or socio-economic impacts arising from this report.

(h) Climate Change and Biodiversity Impacts

There are no climate change or biodiversity impacts arising from this report.

(i) Consultations

The content of this report has been considered by the corporate management team and the results will also be considered by the Trade Unions.

An employee booklet will be available on interchange for the workforce with access to a paper version available for employees without ready access to a work computer following this committee.

6. CONCLUSION

6.1 The results of the 2022 mental health and wellbeing pulse survey contain evidence of an overall improving picture in our recovery from the pandemic and confirms the areas identified in last year's survey remain the key areas for improvement and action.

6.2 It is proposed that further work is undertaken with departments and services to identify solutions.

6.3 Any actions will become part of the engagement and culture work, or set up as distinct pieces of work specific to the services where the issues are prevalent.

Author of Report: Anne Smith, Senior OD Adviser
Background Papers:
Ref: SPMAN-1656699058-96 / SPMAN-1656699058-102

Appendix A
2022 Mental Health and Wellbeing PULSE Survey results

The 2022 Mental Health and Wellbeing PULSE Survey results have been analysed and are detailed below:

Response Rates:

Distribution method	Sent out	Returns	2022 Response Rate from 5043 employees (%)	2022 Overall method response rate of 797 employees (%)	2022 compared to 2021 full survey response rate
Paper questionnaire	900	60	1.18%	6.6%	58 (+2)
Online / electronic survey	4543	737	14.6%	94.4%	1,193 (-456)
Total	**5043**	**797**	**15.8%**	**100%**	**1251 (-454)**

Overview of results

The pulse survey displays an overall improving picture in the areas featured which demonstrates a positive high level view on how well Moray council have supported the workforce and how well the workforce have managed their mental health and wellbeing during the recovery from the pandemic. The greatest positives appear to be around how employees have felt safe in the workplace, have a good work/life balance and 78% of respondents had not experienced a mental health condition that led them to seek GP or health professional support.

As with previous whole workforce survey results, it is difficult to identify specific actions that will address areas identified for improvement as large surveys only provide a measure of satisfaction on general themes and are best used as the starting point for more targeted and focused work in specific areas e.g. the work being done in relation to developing a more positive workforce culture. Additionally as this was a pulse survey with fewer questions a direct comparison cannot be made as all questions were not replicated in the pulse survey. However that being said similarities have been drawn for comparative purposes and it is evident that the main themes arising from the 2021 survey remain relevant and confirm that our focus of work remains as identified.

Highest and lowest scoring questions:

The five highest scoring questions were as follows:

79%	I feel safe in the workplace.
78%	Respondents said No to having experienced a mental health issue in the last year that has led you to seek support from your GP or other health professional
73%	I have a good work /life balance
68%	I have all the equipment I require to undertake my role more flexibly
68%	I feel supported and motivated by my line manager
67%	My workload is generally manageable

The five areas identified as concerns through lowest scoring areas were as follows:

47%	Yes, remains a concern or is a new concern regards Anxiety about workload
44%	Yes, remains a concern or is a new concern regards Ongoing concerns about changes to working practice
40%	Working in a front line service I feel my mental health is well looked after by the work practices in place
22%	Respondents said yes they had experienced a mental health issue in the last year that has led them to seek support from a GP or other health professional?
21%	When compared to 2020/21 percentage of respondents have felt worse during 2021/22 with regards to being able to maintain and/ or improve mental health and wellbeing.

The survey was broken down into 9 questions and details of the results are covered below.

Current Working Situation

Of those completing the survey over 53% continue to work as normal in their usual location, 17% of respondents are working their contractual hours from home instead of the workplace and 23% work between an office/school and their home. 1% remain redeployed, 1% were on sick leave and 5% have other working arrangements.

Environment and Mental Health & Wellbeing

Over half of respondents (56%) felt their mental health is sufficiently supported, 79% felt safe in the workplace and 68% have the equipment they require to undertake their role more flexibly.

44% felt that working from home either part or full time continued to have a positive impact on their mental health. 68% felt supported and motivated by their line manager, 67% felt

Moray Council – 2022 Mental Health & Wellbeing PULSE Headlines

their workload was generally manageable and 48% of respondents felt they were kept well informed of what is happening in the council. These are all an improving position compared to 2021 results.

58% of respondents felt recognised for the job they are doing, 62% felt able to access training and development opportunities and 73% of respondents felt that they had a good life/work balance.

65% of respondents felt that they have been able to maintain and/or improve their mental health and wellbeing during 2021/22 compared to 71% in the 2021 survey. 21% of staff indicated in the survey that when comparing this question to 2021, they felt worse in 2022, however 23% of respondents felt better than the previous year, 56% remained the same.

Of the highest scoring mental health and wellbeing concerns in 2021, anxiety about workload remained or became a new concern for 47% of respondents in the pulse survey. 44% of respondents have ongoing concerns about changes to working practice, 22% of respondents are missing contact with colleagues and 13% are missing contact with friends and family. An improving picture has been seen against all these areas when compared to the 2021 results.

22% of respondents experienced a mental health issue in the last year which has led them to seek support from a GP or Health Professional. This has increased by 4% points on the 2021 results.

54% of respondents indicated that a year on they are coping either extremely well or well compared to 12 months ago. This is an improvement of 4%.

How did employees think the council could help?

Ideas from respondents on how the council could help improve employee health and wellbeing included a variety of suggestions with the main themes being as follows:

- Hybrid working: confirmation of corporate approach for hybrid working which ensures consistency and guidance to inform the approach
- Recruitment: impact of staff shortages on workload and individual wellbeing
- Mental Health Training: to develop skills, remove stigma and identifying support for staff
- Communications: improve frequency and ensure accessible to all
- Performance management and improved workforce culture that provides equity for staff across all services
- ICT equipment: upgrade to enable more efficient working.

Key themes and achievements

The greatest positives from the survey appeared to be around how employees felt that they have been able to maintain or improve their mental health during the last year, have felt safe in the workplace and have felt supported and motivated by their line manager.

Key Themes and Achievements	2022 % agreeing with statements
Have you been able to maintain and/ or improve your mental health and wellbeing during the last year (2021/ 2022) - How does this compare to 2020/21? Better or the same	79%
I feel safe in the workplace.	79%
I feel supported and motivated by my line manager	68% (20% increase from 2021)
I am kept well informed of what is happening in the council	48% (22% increase from 2021)
Yes, remains a concern or is a new concern - Missing contact with friends/ family	13% (decreased by 51% from 2021)
Yes, remains a concern or is a new concern - Missing contact with colleagues	22% (decreased by 32% from 2021)

Areas for Improvement

There were less positive responses in relation to themes such as anxiety about workload and an increase in the percentage of respondents who experienced a mental health issue in the last year that led them to seek support from a GP or other health professional.

Areas for Focus and Development	2022 % agreeing with statements
Yes, remains a concern or is a new concern - Anxiety about workload	47% (5 % increase from 2021)
Working in a front line service I feel my mental health is well looked after by the work practices in place	40%
Respondents had experienced a mental health issue in the last year that has led them to seek support from a GP or other health professional?	22% (4% increase from 2021)
When compared to 2020/21 percentage of respondents have felt worse during 2021/22 with regards to being able to maintain and/ or improve mental health and wellbeing.	21%

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Findings and actions arising

While these results provide an overall picture of responses to the pulse survey questions at a corporate level, as in previous surveys there are distinct variations at departmental / service level.

The results show that while in general the workforce has managed the impact of Covid well and are continuing to recover there are areas of concern arising from the departmental analysis that identify specific service themes which require support and intervention in order to make improvements.

The following areas identify departments who have returned a response of more than 10% less than the council average and therefore will be areas of focus moving forward.

These include concerns in relation to feeling their mental health is sufficiently supported at work across Libraries, Open Spaces, Roads and Fleet services, Sports and Leisure Services and Education Support staff.

Feeling Safe in the workplace was below the council average in Roads & Fleet Services, Open Spaces, Education Support staff both term time and HQ based colleagues.

Below the council average with regards having the required equipment to work more flexibly services included Waste, Cleaning and Facilities Services, Education including Teachers, Early Years and Support Staff as well as Libraries and Sports and Leisure. These particular results are likely to be due to the frontline nature of the roles which influence the opportunities for working flexibly. A new question was included in this year's survey asking staff in a frontline service if they felt their mental health is looked by the work practices in place services. Below 10% of the council average included Roads & Fleet, Open Spaces and Transportation and Consultancy.

Being recognised for the job I am doing had an average score of 58% with Financial Services, Housing and Property, HR, ICT & OD, Roads and Fleet Services, Waste and Libraries all scoring below the council average by 10% or more.

Having access to training and development scored below the council average in Housing and Property, HR, ICT & OD, Roads and Fleet Services and Waste. Being kept well informed of what was happening in the council was a concern for Roads & Fleet, Open Spaces, Education Support Staff and Libraries.

Having a good work/life balance was highlighted by Teachers, Sports and Leisure, Education Resources and Communities professional & support staff, Libraries and Community Care Staff (OT, Social Work and Performances and Commissioning) who all scored 10% or more below

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the council average score. There were concern by Financial Services, HR, ICT & OD, Waste, Open Spaces, Teachers, Education Support Staff and Education & Resources professional and support staff with regards to their workload being generally manageable, with these services scoring below the council average.

Having the ability to maintain and/or improve their mental health during the last year was a concern for Teachers, Waste and Education Resources & Communities professional and support staff. With anxiety about workload being mainly a concern for Community Care (OT, Social Work & Performance and Commissioning) and Teachers. Missing contact with colleagues featuring for Governance, Strategy and Performance and missing contact with friends and family being a concern for Transport and Consultancy.

Feelings of low mood/depression remained a concern or was a new concern for Waste and Roads & Fleet Services. Ongoing concerns about changes to work practice remained or was a new concern for Libraries, Community Care (OT, Social Work and Performance and Commissioning) and Teachers. With Waste and Education staff respondents experiencing a mental health issue in the last year that led them to seek professional support.

In summary the four stand out service areas scoring 10% or more below the council average across the question themes are Roads & Fleet services, Waste services, Education: Teachers and Education Resources & Communities and Libraries. This correlates with last year's results.

It is evident from the results that the key focus for the immediate future is to continue to improve awareness of mental health generally, with the focus of engagement and culture activity on improving the knowledge and management of mental health, increasing mental health awareness, communicating change effectively and improving the management of workload and time pressures.

The departmental analysis and related improvement actions and timescales will be identified and agreed with Heads of Service as part of the workforce planning process. This will ensure the interpretation of the results within the context of specific services and teams with resultant actions agreed and owned by the managers whilst being supported by the workforce culture team where necessary.

The results will also be cascaded to the workforce via an employee booklet.

REPORT TO: CORPORATE COMMITTEE ON 8 NOVEMBER 2022

SUBJECT: ELECTED MEMBERS FAMILY LEAVE

BY: DEPUTE CHIEF EXECUTIVE (EDUCATION, COMMUNITIES AND ORGANISATIONAL DEVELOPMENT)

1. REASON FOR REPORT

1.1   The Committee is invited to consider and note the proposed new scheme in relation to Family Leave for Elected Members.

1.2   This report is submitted to Committee in terms of Section III (B)(6) of the Council's Scheme of Administration relating to consideration of any new policy matter which does not fall within the terms of reference of any other Committee.

2. RECOMMENDATION

2.1   It is recommend that the Committee:

(i)   considers and approves the Family Leave for Elected Members Scheme. This is a new scheme which incorporates the recommended guidance on Family Leave which was endorsed by COSLA in September 2019 and updated in May 2020 and is attached for reference as Appendix 1.

(ii)   note that if the scheme is adopted then it will require to be referenced in the separate Members Allowance and Expenses Scheme.

3. BACKGROUND

3.1   The Council's employment policy framework is reviewed regularly to ensure it remains up-to-date in terms of legislative requirements, good practice and operational relevance. Whilst not an employment policy as such because Elected Members are not employees of the Council, this scheme does nevertheless demonstrate best practice.

3.2 This scheme is being introduced following receipt of COSLA guidance and recommendations with the purpose of removing barriers to participating in local government. It is intended that this policy will support and improve the diversity of experience, age and background of Councillors. It will also assist with retention of experienced Councillors, particularly women, and making public office more accessible to individuals who might otherwise feel excluded from it.

Principles

3.3 The scheme sets the key principles to support elected members during periods of maternity, paternity, shared parental and adoption leave. The Family Leave Guidance updated in April 2020 was circulated to Scottish Councils for adoption on a voluntary basis.

3.4 There is no legal right to family leave of any kind for people in elected public office. The scheme however provides as insofar as is possible that there is provision for Elected Members to take appropriate leave at the time of birth or adoption, that both parents are able to take leave, and that reasonable and adequate arrangements are in place to cover for portfolio holders and others in receipt of Special Responsibility Allowances (SRA) or additional councillor payments during any period of leave taken.

3.5 This guidance confers no contractual or worker/employer status and can be withdrawn at any time. Councillors retain their status as office holders during any agreed leave. As proposed in the COSLA guidance leave has been limited to 6 months with the requirement that Elected Members have a legal duty to attend at least one qualifying meeting in a period of six months.

3.6 Table 1 sets out the main leave provision or the scheme

Type of Leave	Provision
Maternity Leave	Up to 6 months (26 weeks) maternity leave from 28 days prior to their due date In the event of premature birth (before the 37th week of pregnancy), maternity leave maybe extended by a period equivalent to the period between the date of birth and the expected due date.
Paternity Leave	Up to a maximum of 2 weeks paternity leave if they are biological or nominated carer of their partner/spouse following the birth of their child(ren).
Shared Parental Leave	A Member who has made Shared Parental Leave arrangements through their employment is requested to advise the council of these arrangements at the earliest possible opportunity. Every effort will be made to replicate such arrangements in terms of leave from the council. Up to 6 months (26 weeks) shared parental leave where maternity leave is curtailed. Leave is limited to 6 months

Type of Leave	Provision
	(26 weeks) in total where both parents are Elected Members.
Adoption leave	A Member who adopts a child through an approved adoption agency shall be entitled to take up to six months' adoption leave from the date of placement.

Remuneration

3.7 The basic councillor remuneration is guaranteed by legislation and all Members will continue to receive their basic allowance in full while on maternity, paternity, and shared parental or adoption leave.

3.8 Members entitled to a Special Responsibility Allowance will continue to receive the additional remuneration during a period of leave (for either maternity, paternity, shared parental or adoption leave) for up to 6 months, or until the date when the member taking the leave stands for re-election, whichever date is sooner. Where appropriate and following review, if the member is re-elected, the Council may agree to extend the leave for the remainder of the 6 month period, with appropriate additional remuneration.

3.9 Elected Members retain their legal duty under the Local Government (Scotland) Act 1973 to attend a qualifying meeting of the Council or an outside body within a 6 month period, however absence due to one of the reasons within this policy will be recorded as such to ensure transparency.

3.10 For any senior councillor substitution to replace an Elected Member on maternity, paternity, shared parental or adoption leave by a councillor who already holds a remunerated position, the ordinary rules relating to payment of more than one senior councillor payment shall apply. Backfill is only required where the person on family leave receives a special responsibility allowance and there is no proposal to appoint temporary Councillors.

3.11 The proposed policy is based closely on the recommended guidance from COSLA with no local adaptation or enhancement.

4. **SUMMARY OF IMPLICATIONS**

(a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**
The work noted in this report supports the Council in achieving the objectives and priorities in the Corporate and 10 Year Plan, and sets out how the Council will meet the challenges in making best use of our workforce and resources. In particular, the actions will ensure continued progress towards the Council's commitment to be a good employer.

(b) **Policy and Legal**
This report supports the Council's employer responsibilities and commitments with regard to the health, safety and wellbeing of the workforce

(c) Financial implications
Corporate Management Team Additional Expenditure Warning

When the Council approved the budget for 2021/22 on 3 March 2021 (paragraph 3 of the Minute refers) it balanced only by using one-off financial flexibilities. The indicative 3 year budget showed a likely requirement to continue to make significant savings in future years. All financial decisions must be made in this context and only essential additional expenditure should be agreed in the course of the year. In making this determination the committee should consider whether the financial risk to the Council of incurring additional expenditure outweighs the risk to the Council of not incurring that expenditure, as set out in the risk section below and whether a decision on funding could reasonably be deferred until the budget for future years is approved.

The financial impact of this proposal relates to any backfill arrangements and payment of allowances for cover arrangements. This is difficult to quantify in terms of forecasting demand and costs, however applying this policy retrospectively over the last 5 years indicates a nil return in terms of requests that would have come within the auspices of this policy and consideration of the age and gender demographics of the current cohort of councillors suggests a potentially low level of uptake and consequent cost. This indicates that there is not anticipated to be any significant financial implication associated with adopting the new policy and any costs should be able to be contained within existing budgets. The position will be kept under review.

(d) Risk Implications
The Remuneration Regulations in relation to payment of members specify a maximum number of senior councillor payments and total collective yearly amount that the council is able to pay senior councillors. Arguably this scheme may on certain occasions place the Council in breach of these regulations however there is also a risk of a breach of equalities legislation if the council does not address the parental leave issues. On balance and in light of the national guidance from COSLA it is considered reasonable to implement the proposals in this report and deal with any future challenge on the breach of councillor payments, taking advice from COSLA, should it arise.

(e) Staffing Implications
There are no staffing implications arising from this report.

(f) Property
There are no property implications arising from this report.

(g) Equalities/Socio Economic Impact
There are no equalities/socio economic implications arising from this report.

(h) Climate Change and Biodiversity Impacts
There are no climate change or biodiversity impacts arising from this report.

(i) Consultations

Consultation have taken place with the Corporate Management Team, Head of Governance, Strategy and Performance and Political Group Leaders and their views have been incorporated.

5. CONCLUSION

5.1 The objective of this guidance is to ensure that insofar as is possible, Elected Members can take appropriate leave at the time of birth or adoption, that both parents are able to take leave and that reasonable and adequate arrangements are in place to provide cover for portfolio holders and others in receipt of Special Responsibility Allowances (SRA) during any period of leave taken.

5.2 Improved provision for new parents will contribute towards increasing the diversity of experience, age and background of Local Authority councillors. It will also assist with retaining experienced councillors – particularly women – and making public office more accessible to individuals who might otherwise feel excluded from it.

Author of Report: Anne Smith, Senior OD Adviser
Background Papers: COSLA Guidance on Councillor Family Leave
Ref: SPMAN-1656699058-99 / SPMAN-1656699058-100 / SPMAN-1656699058-101

FAMILY LEAVE SCHEME FOR ELECTED MEMBERS

1. INTRODUCTION

1.1 While there is no legal right to family leave of any kind for people in elected public office, the objective of this guidance is to ensure that as far as possible, Elected Members can take appropriate leave at the time of birth or adoption, that both parents are able to take leave, and that reasonable and adequate arrangements are in place to provide cover for portfolio holders and others in receipt of Senior Councillor payments during any period of leave taken.

1.2 The provisions of this guidance confer no contractual or worker/employment status and can be amended or withdrawn at any time. Councillors continue to retain their status as office holders.

1.3 The opportunity to take family leave under this scheme remains open to Elected Members currently in office.

2. LEAVE PROVISIONS

2.1 The provisions of this guidance extend to Maternity, Paternity, Shared Parental and Adoption Leave only as detailed below:

Type of Leave	Provision
Maternity Leave	Up to 6 months (26 weeks) maternity leave from 28 days prior to their due date In the event of premature birth (before the 37th week of pregnancy), maternity leave maybe extended by a period equivalent to the period between the date of birth and the expected due date.
Paternity Leave	Up to a maximum of 2 weeks paternity leave if they are biological or nominated carer of their partner/spouse following the birth of their child(ren).
Shared Parental Leave	A member who has made Shared Parental Leave arrangements through their employment is requested to advise the council of these arrangements at the earliest possible opportunity. Every effort will be made to replicate such arrangements in terms of leave from the council. Up to 6 months (26 weeks) shared parental leave where maternity leave is curtailed. Leave is limited to 6 months (26 weeks) in total where both parents are elected members.
Adoption leave	A member who adopts a child through an approved adoption agency shall be entitled to take up to six months' adoption leave from the date of placement.

3. PAY PROVISIONS

3.1 All members will continue to receive their basic remuneration in full while on maternity, paternity, shared parental or adoption leave.

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3.2 Members entitled to a Senior Councillor Payment and the Council Leader will continue to receive their additional remuneration during a period of maternity, paternity, shared parental or adoption leave for a period of up to six months, or until the date when the member taking the leave stands for re-election, whichever date is sooner. At such a point, the position will be reviewed and may, where appropriate, be extended by council to allow the member re-elected to remain on leave for the remainder of the 6 month period with the appropriate additional remuneration.

4. NOTICE REQUIREMENTS

4.1 A minimum of 4 weeks notice is required prior to a Member taking maternity, paternity, shared parental or adoption leave. The Elected Member Family Leave Notification form can be used for this purpose.

4.2 Notification must be accompanied by the following certification as appropriate:

Type of Leave	Certification Required
Maternity Leave	Maternity Certificate (MATB1
Adoption Leave	Matching Certificate
Shared Parental Leave	Confirmation of the curtailment of maternity leave.

5. MEMBER RESPONSIBILITIES DURING LEAVE

5.1 Any member taking a period of maternity, paternity, shared parental or adoption leave retains their legal duty under the Local Government (Scotland) Act 1973 to attend a qualifying meeting of the Council or an outside body within a six month period unless the reason for non-attendance is accepted by the council. Absence whilst on family leave taken under this Scheme will be deemed to be an acceptable reason for non-attendance.

5.2 Arrangements should be made prior to a period of leave for other duties to ensure there is minimal impact on the relevant ward. This may include arranging for another councillor to attend surgeries to represent and pursue constituents' interests, or arranging substitutes for committee meetings as permitted by council standing orders. In making such arrangements consideration must be taken of data sharing legislation in relation to constituents' personal information.

5.3 Members on maternity, paternity, shared parental or adoption leave may choose to attend council meetings or undertake other duties during their period of leave. Doing so will not affect the period of leave which has been agreed or bring it to an end prematurely. Similarly, any time spent on duties during the period of leave will not extend the period of leave beyond the maximum period.

6.1 SENIOR COUNCILLOR SUBSTITUTION

Should a Member appointed to replace the Member on maternity, paternity, shared parental or adoption leave already hold a remunerated position, the ordinary rules relating to payment of more than one senior councillor payment shall apply. Members appointed to replace the Member on maternity, paternity, shared parental or adoption leave will continue to receive the additional remuneration until the return

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of the Member on leave or until that Member stands for re-election, whichever date is sooner.

7. RETURN FROM LEAVE

7.1 Unless the Member taking leave is removed from their post whilst on leave they will return at the end of their leave period to the same post, or to an alternative post with equivalent status and remuneration which they held before the leave began.

7.2 If a Member decides not to return at the end of their leave and so to resign as a councillor they must notify the council in writing with at least 4 weeks' notice. All allowances will cease from the effective resignation date.

7.3 If an election is held during a Member's leave and they are not re-elected, or decide not to stand for re-election, their basic allowance and senior councillor payment, if appropriate, will cease from the date they cease to be a councillor.

8. ADMINSTRATION AND REVIEW

8.1 The Head of Performance, Governance and Strategy is responsible for the administration of the Scheme.

8.2 The Scheme shall be reported to the statutory first meeting of full council after each local government election for re-adoption as part of the approval of the Scheme of elected Member Remuneration, Allowances and Reimbursement of Expenses.

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REPORT TO: **CORPORATE COMMITTEE ON 8 NOVEMBER 2022**

SUBJECT: **COMPLAINTS ANNUAL REPORT 2021-22**

BY: **DEPUTE CHIEF EXECUTIVE (EDUCATION, COMMUNITIES & ORGANISATIONAL DEVELOPMENT)**

1.   REASON FOR REPORT

1.1   The Committee is asked to consider the Complaints Annual Report 2021-22.

1.2   This report is submitted to the Corporate Committee in terms of Section III (B) (39) of the Council's Scheme of Administration relating to developing and monitoring public relations, public reporting, publicity and corporate communications.

2.   RECOMMENDATION

2.1   The Committee is asked to:

    i) consider the contents of the Complaints Annual Report;

    ii) scrutinise performance as indicated in the report; and

    iii) approve the report for submission to the Scottish Public Services Ombudsman (SPSO).

3.   BACKGROUND

3.1   All councils are required to publish their performance against the national performance indicators set by the SPSO. The attached report presents performance against these performance indicators for the 2021-22 reporting period. **(Appendix 1)**

3.2   Complaints handling is part of the council's performance management framework. Members receive updates on complaints performance through routine reports to service committees.

3.3   Compared to the 2020-21 figures, there has been an increase in the number of complaints received. Despite the slight increase, complaints remain well below that received prior to the COVID pandemic and are nearly half the Scottish average per 1,000 population. As substantial providers of customer-facing services, Environmental and Commercial Services and Housing and Property Services continue to receive the largest proportion of complaints.

3.4   During 2021-22, 77% of complaints were dealt with at frontline (stage 1) and 23% were dealt with at investigation (stage 2) including those escalated to investigation. This is a slight improvement from 74% dealt with at front line in 2020-21 but below the national average (89%). It is heartening to see that most complaints continue to be dealt with at frontline, as suggested by the SPSO's guidance on the Model Complaints Handling Procedure to "take every opportunity to resolve service users' complaints at the first point of contact if at all possible". Opportunities to improve performance continue through staff training, routine reporting and discussion with senior managers and complaint administrators.

3.5   A new category of resolution was added to the complaint handling procedure in 2021-22, with a small proportion of complaints being dealt with this way. Resolution is used when agreeing a resolution outcome with the customer without the need to fully enquire into their complaint issues. The option remains for the customer to change their mind and have their complaint dealt with through stage 1 and stage 2 of the complaint handling procedure.

3.6   54% of frontline (stage 1) complaints were recorded as 'upheld', 'partially upheld' or 'resolution' in 2021-22, similar to 2020-21 performance. National averages show a significantly higher proportion of complaints with resolution as an outcome, however similar levels of upheld and part upheld. This demonstrates where an anticipated level of service falls short, it is acknowledged, learning and improvement outcomes are identified and implemented.

3.7   45% of investigation (stage 2) complaints were recorded as 'upheld', 'partially upheld' or 'resolution' in 2021-22, marginally lower (4%) than 2020-21 performance and 5% below the national average. Over the past 3 years the proportion of stage two complaints (including after escalation) 'upheld', 'partially upheld' or 'resolution' has consistently been between 40% and 50%.

3.8   Our average response times have improved for Stage 1 complaints (5.1 days) and Stage 2 complaints (20.9 working days) to only just above SPSO target response timescales of 5 and 20 working days respectively.

3.9   In certain circumstances, an extension to response times can be applied. Focusing on complaints not meeting target timescales, where perhaps extensions would apply most, performance highlights communication with complainants as an area for improvement in the year ahead. In 2021-22, the proportion of complaints not meeting response timescales that did not have an authorised extension increased across all stages.

3.10 The impact on complaint handling arising from the pandemic remained. Some staff who normally dealt with their service complaints were assigned to other roles. A high percentage of our staff continued to work from home necessitating additional work for our IT department to ensure they had access to systems, including those systems required to manage complaints. Services in the main adhered to our Complaint Handling Procedure (CHP). There was a similar impact for other councils at a national level and at the SPSO.

3.11 Learning from complaints is essential if we are to improve the way we deliver services. Monitoring of complaint database closure e-forms shows that learning outcomes are being completed for individual complaints and summaries providing relevant complaint detail and lessons learned is provided in routine service performance reporting. However increased scrutiny to look for commonalities that may contribute to organisational change. This is tabled as an agenda item at the December 2022 Local Authority Complaint Handlers Network meeting to establish what other councils do to capture, report and utilise their learning outcomes information.

4   SUMMARY OF IMPLICATIONS

(a)   Corporate Plan and 10 Year Plan - Local Outcomes Improvement Plan (LOIP)
This report supports the Scottish Government's national outcomes, in particular the commitment to be accountable to the community as stated: "Our public services are high quality, continually improving, efficient and responsive to local people's needs."

Effective complaints reporting is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in 'Moray 2026: A Plan for the Future'.

(b)   Policy and Legal
The SPSO have made it a statutory requirement to have all local authorities publish a Complaints Annual Report.

(c)   Financial implications
It is not anticipated that there will be any financial implications.

(d)   Risk Implications
Failure to adhere to the statutory SPSO requirement may result in SPSO making a declaration of non-compliance against the Council. Non-compliance with the statutory duty relating to national standards being adopted would present risk in terms of reputational damage and a loss of public confidence in reporting complaints.

(e)   Staffing Implications
There are no staffing implications related to this report.

(f)   Property
There are no property implications related to this report.

(g) **Equalities/Socio Economic Impact**
The Equal Opportunities Officer has been consulted in the preparation of this report and recommended that where services are experiencing high volumes of complaints, common complaint issues and any learning arising should be identified. This will help to ensure that complaints are not arising from situations where customer diversity needs have not been considered or addressed, e.g. disability or cultural issues. Further recommending that where there is evidence or a suspicion that a complaint is related to characteristics protected under the Equality Act 2010 (race, disability, sex, religion/belief, sexual orientation, age, gender reassignment, pregnancy/maternity), services make contact the Council's Equal Opportunity Officer.

(h) **Climate Change and Biodiversity Impacts**
No climate change or biodiversity implications related to this report.

(i) **Consultations**
The Corporate Management Team have been consulted on the contents of the Complaints Annual Report 2021-22.

5. CONCLUSION

5.1 **That the Committee approve the publishing of the Complaints Annual Report 2021-22 to comply with the SPSO statutory requirement.**

Author of Report: John Black, Complaints Officer
Background Papers: Held by Author
Ref: SPMAN-2045703626-186

Complaints Handling Annual Report

2021/22

Contents

Introduction

At Moray Council, we aim to provide the highest possible quality of service however there are times when we get things wrong and don't meet the expectations of our customers. It is important we understand when this happens and by looking at the complaints received, we modify and improve our services to prevent a problem happening again.

We regard a complaint as any expression of dissatisfaction by one or more members of the public about our action or lack of action, or about the standard of the service provided by or on behalf of the council. This includes a failure to follow the proper administrative processes, delays in responding to service requests and enquiries, failure to provide a service to the expected standard, dissatisfaction with Council policies and treatment by, or attitude of, a member of staff.

Complaints Handling Procedure

The Scottish Public Services Ombudsman (SPSO) is the responsible body for complaints; setting and monitoring complaints handling standards for the public sector in Scotland. These standards are published as the Model Complaints Handling Procedure (MCHP) and define how they expect the public service sector to handle complaints quickly and simply, with local and early resolution by empowered and well-trained staff.

In line with the MCHP, all complaints we receive are managed under the two stage complaints handling procedure:

Stage 1 - Also known as *Frontline Resolution*	*Stage 2* – Also known as *Investigation Stage*
These complaints should be straightforward. A Stage 1 complaint could mean immediate action to resolve the matter. These complaints should be answered within 5 working days. Most complaints will should be dealt with at Stage 1.	*A Stage 2 complaint may be a concern that has not been successfully resolved at Stage 1 and is therefore escalated or refers to a matter that is more complex and requires a full and detailed investigation. These complaints should be answered within 20 working days.*

We aim for as many complaints as possible to be resolved at Stage 1 with as few as possible requiring progression to Stage 2. This helps improve the customer's experience and our service provision. However, if following completion of this process, a customer remains dissatisfied, the complaint can be passed to the SPSO for further consideration and we advise the customer of this entitlement.

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Complaints Performance Indicators

As part of the MCHP, local authorities are required to record, report and publish information on the complaints they receive. To assist with this, the SPSO developed a suite of 8 Performance Indicators that provide the minimum requirement for a local authority to self-assess, report on performance and undertake benchmarking activities.

We use data from our Complaints Management System to report how we are performing against these indicators, to monitor any issues raised and the learning outcomes taken to address these. We share this information with our Corporate Management Team and Heads of Service on a quarterly basis and our Service Committees every six months. Our Complaints Officer also holds regular meetings with Complaints Administrators to monitor and address any concerns with our Complaints Handling Procedure.

How we performed against the SPSO indicators in 2021/22 is set out below. For comparison purposes, we have also included our performance from the previous two years and the 2021/22 national averages for Scotland.

Indicator 1: Complaints received per 1,000 population

This indicator records the total number of complaints we received at both Stage 1 and Stage 2. To allow for a fair comparison across all local authorities in Scotland, the figure per 1,000 population is used.

Table 1: Complaints received per 1,000 population

	Moray Council			Scotland
	2019-20	2020-21	2021-22	2021-22
Total Complaints Received (Stage 1 and Stage 2)	738	513	541	57,015
Population	95,820	95,710	95,710	5,292,350
Complaints per 1,000 population	7.70	5.36	5.61	10.77

(Moray Council population based on NRS Population Mid-Year Estimates 2020, Scotland population based on Mid-Year Estimates 2020 for those areas where complaints data was returned)

During 2021/22, we received 5.5% more complaints than in 2020/21. Despite this slight increase, our complaints remain well below that received prior to the COVID pandemic in 2019/20 and nearly half the Scottish average per 1,000 population.

Environmental and Commercial Services has again received the highest proportion of complaints, although this has declined compared to previous years. Housing and Property complaints remain relatively static while complaints to Schools and Curriculum Development has increased, accounting for 12% of all complaints received.

Table 2:% of Complaints received by Department

% of Complaints received by Department	2019-20	2020-21	2021-22
Environmental and Commercial Services	42%	38%	31%
Housing and Property	29%	32%	29%
Schools and Curriculum Development	7%	4%	12%
Development Services	5%	7%	7%
Legal and Democratic Services	6%	4%	6%
Community Care	3%	6%	4%
Intergrated Children Services	5%	6%	4%
Lifelong Learning, Culture and Sport	1%	2%	3%
Financial Services	1%	0%	1%
Human Resources and ICT	1%	1%	1%

Looking specifically at Environmental and Commercial Services, complaints were particularly high in both 2018/19 and 2019/20. This spike can be linked to changes made to the Service at that time with complaints received covering topics such as reduction in grass cutting, introduction of garden waste permits, 3 weekly household collections and amended opening hours for recycling centres.

Table 3:% of Complaints received by Environmental and Commercial Services

% of Complaints received by Department	2017-18	2018-19	2019-20	2020-21	2021-22
Environmental and Commercial Services	36%	41%	42%	38%	31%

Indicator 2: Closed Complaints

A complaint is closed when the customer has received a response and at that time no further action is required. This indicator provides information on the number of complaints closed at both Stage 1 and Stage 2.

Table 4: Closed Complaints by Stage

	Moray Council						Scotland	
	2019-20	%	2020-21	%	2021-22	%	2021-22	%
Stage 1 Closed	579	80%	377	74%	404	77%	48,773	89%
Stage 2 Closed	134	18%	122	24%	110	21%	4,156	8%
Escalated Stage 2 Closed	12	2%	12	2%	13	2%	2,110	4%
Total Complaints Closed	725		511		527		55,039	

We aim to provide a quick response to straightforward issues and as a result the majority of our complaints are closed at Stage 1. This has increased during 2021/22 however we are below the Scottish average with more of our complaints closing at Stage 2. We will work to improve this through staff training and sharing of best practice with our Complaint Administrators and Senior Management Team.

Indicator 3: Complaints upheld, partially upheld, not upheld and resolution

We are required to review our complaints and record the outcome for each. This could be upheld, partially upheld, not upheld or, since April 2021, resolution.

A complaint is defined as upheld when it is found to be true or confirmed. A partially upheld complaint is where several issues have been raised and some, but not all, are upheld. Complaints are not upheld when they are found to be untrue or where a reasonable standard of service has been provided. Resolution covers complaints that cover a number of issues but we manage to agree an outcome without the need to investigate and respond on each separately. If however during this process the customer changes their mind, then the issues raised will be fully investigated and responded to as a stage 2 complaint. Once a decision has been taken on the outcome, customers are contacted and provided with an explanation of the findings.

Figures 1-3 show the proportion of our complaints at each stage by outcome over the last three years and against the Scottish average in 2021/22.

Figure 1: Stage 1 Recorded Outcome
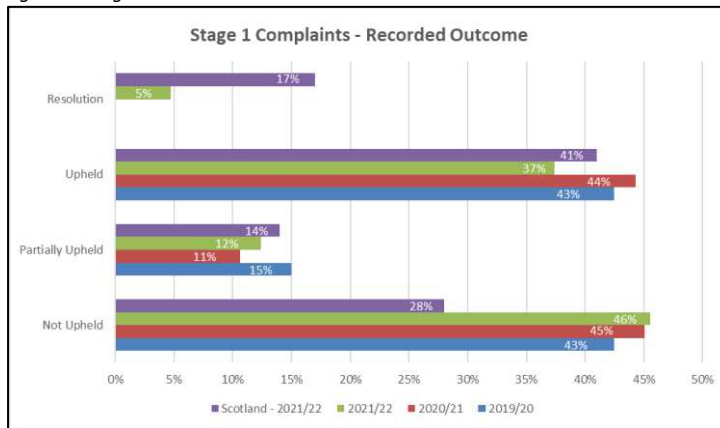
2021/22 saw a decline in upheld Stage 1 complaints however this is likely due to the introduction of resolution as an outcome. Overall, the proportion of Stage 1 complaints closed as upheld, partially upheld or resolution has remained relatively static over the past three years, moving from 57% in 2019/20 to 54% in 2021/22. Nationally the latest average is 72%.

Figure 2: Stage 2 Recorded Outcome
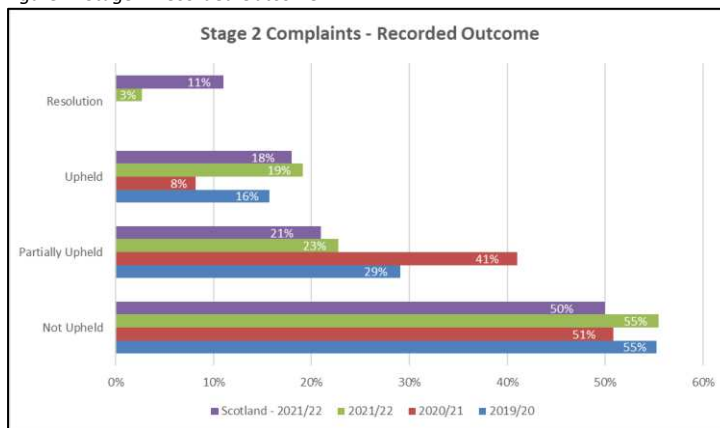
Stage 2 complaints upheld in some form have also remained at a similar level over the past three years at around 45% compared to 50% nationally.

Figure 3: Escalated Stage 2 Recorded Outcome
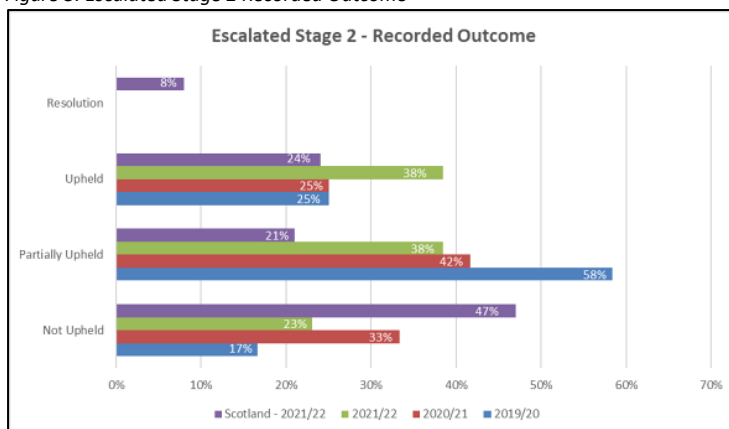
In 2019/20, 83% of our escalated Stage 2 complaints were upheld or partially upheld. In 2021/22 this has fallen to 76%, however this is still well above the national average of 45%.

Indicator 4: Average Response Times

The SPSO response timescale for a Stage 1 complaint is up to 5 working days; for Stage 2 (including escalated complaints) it is up to 20 working days. This indicator provides the average time in workings days taken to close complaints.

Table 5: Average Response Times (Working Days)

	Moray Council			Scotland
	2019-20	2020-21	2021-22	2021-22
Stage 1 Frontline	5.5	5.6	5.1	6.3
Stage 2 Investigative	22.9	21.9	20.9	20.7
Escalated Stage 2	29.1	20.3	26.2	18.6

Our average response times have improved for Stage 1 and Stage 2 complaints with both now only just exceeding SPSO response timescales and below the national average. Compared to 2020/21, we have taken longer to respond to escalated Stage 2 complaints. Due to the complex nature of these complaints, it can take more time to investigate fully however we do aim to reduce this whenever possible. Each week our Complaints Officer works with Administrators to identify and progress complaints taking longer than anticipated. Any issues around timescales are also discussed during national Complaint Handling meetings held every quarter.

Indicator 5: Performance against Timescales

The results from this indicator allow us to see how we are performing against the SPSO response time targets noted above.

Table 6: Percentage of Complaints Closed within Timescales

	Moray Council			Scotland
	2019-20	2020-21	2021-22	2021-22
Stage 1 Frontline	71%	71%	74%	67%
Stage 2 Investigative	53%	57%	69%	63%
Escalated Stage 2	50%	67%	23%	62%

This indicator confirms the response times seen with indicator 4. In 2021/22 we improved the proportion of our Stage 1 and Stage 2 complaints that were closed within SPSO target timescales, with both now above the Scottish average. We also saw a sharp decline in the proportion of our escalated complaints meeting target timescales. Complaints not meeting the 20 working day target involved complex issues with a Housing and Property complaint taking 34 days longer than anticipated due to the requirement for legal advice. We will continue to work closely with our Services and Administrators to progress complaints as quickly as possible.

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Indicator 6: Number of complaints where an extension is authorised

In certain circumstances, the MCHP allows for an extension to be applied to the response time targets of 5 and 20 working days. Stage 1 complaints may be extended by up to a further 5 days. The extension for a Stage 2 complaint can vary and is determined by a number of factors including the nature of the complaint, the evidence and if it relates to more than one department. That said, the period of extension must be reasonable and justified. This indicator shows us the number of complaints closed at each stage where an extension was authorised as a % of all complaints at each stage.

Table 7: Stage 1 Closed Complaints with an authorised extension

	Moray Council			Scotland
Stage 1	2019-20	2020-21	2021-22	2021-22
No of Closed Complaints	579	377	404	48,788
No of Closed Complaints with an authorised extension	63	39	35	3,010
% of Closed Complaints with an authorised extension	11%	10%	9%	6%

Table 8: Stage 2 Closed Complaints with an authorised extension

	Moray Council			Scotland
Stage 2	2019-20	2020-21	2021-22	2021-22
No of Closed Complaints	134	122	110	4,156
No of Closed Complaints with an authorised extension	25	19	12	783
% of Closed Complaints with an authorised extension	19%	16%	11%	19%

Table 9: Escalated Stage 2 Closed Complaints with an authorised extension

	Moray Council			Scotland
Escalated Stage 2	2019-20	2020-21	2021-22	2021-22
No of Closed Complaints	12	12	13	2,110
No of Closed Complaints with an authorised extension	6	3	4	376
% of Closed Complaints with an authorised extension	50%	25%	31%	18%

As stated above, this indicator benchmarks our performance for authorised extensions across all closed complaints at each stage. However, we can look at just those complaints not meeting target timescales and identify whether or not an extension has been authorised. A higher proportion of authorised extensions against these late complaints would suggest a good level of communication has been maintained and a more efficient Complaint Handling Procedure.

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Unfortunately during 2021/22, the proportion of our complaints that did not meet target timescales and did not have an authorised extension has increased across all three stages. In particular, figure 4 shows our late Stage 2 complaints closed without an extension, rose to 74%.

Table 10: No of Closed Complaints late or on time against target timescales

Number of Closed Complaints				
		Late	On time	Total
2021/22	Stage 1 Frontline	106	298	404
	Stage 2 Investigative	34	76	110
	Escalated Stage 2	10	3	13
2020/21	Stage 1 Frontline	109	268	377
	Stage 2 Investigative	55	67	122
	Escalated Stage 2	3	9	12
2019/20	Stage 1 Frontline	158	421	579
	Stage 2 Investigative	68	66	134
	Escalated Stage 2	5	7	12

Figure 4: 2021/22 % of Late Complaints by Authorised Extension
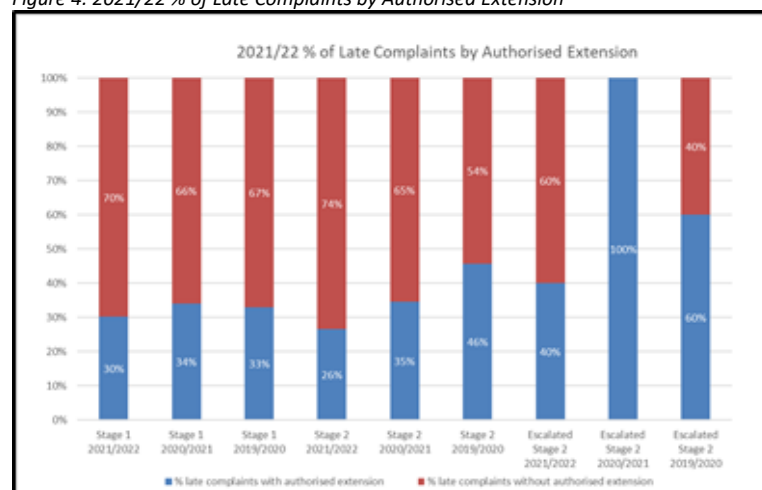
Figure 5: 2021/22 Stage 1 Closed Complaints % with/without Authorised Extension by Department

2021/22 Stage 1 Closed Complaints
% Late Complaints with/without Authorised Extension by Department

From 2021/22 data (figures 5, 6 and 7) it is clear the use of authorised extensions could be improved across all areas dealing with complaints; in particular with Environmental and Commercial Services, Integrated Children's Services and Housing and Property.

We will work with our Services and Senior Management to enhance the monitoring of late complaints and ensure our procedure is followed correctly.

Figure 6: 2021/22 Stage 2 Closed Complaints % with/without Authorised Extension by Department

2021/22 Stage 2 Closed Complaints
% Late Complaints with/without Authorised Extension by Department

Figure 7: 2021/22 Escalated Stage 2 Closed Complaints % with/without Authorised Extension by Department

2021/22 Escalated Stage 2 Closed Complaints
% Late Complaints with/without Authorised Extension by Department

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Indicator 7: Customer Satisfaction

A customer satisfaction survey is sent to all customers of the complaints service. In 2021/22, we issued 482 surveys and received 58 responses, giving a return rate of 12%. This is the lowest in recent years with 15% recorded in 2020/21 and 13% in 2019/20.

This survey aims to highlight what we do well when dealing with a complaint and where improvements can be made. Key points raised through our latest survey are below. Perhaps not surprisingly, with our low use of authorised extensions highlighted in figures 4-7 above, we need to improve our communication regarding timescales and the next stage of a complaint.

What we do well when dealing with complaints:

- Our process for making a complaint is easy

- We give people the opportunity to fully explain their complaint

- Our staff deal with complaints politely

What we can improve when dealing with complaints:

- We need to ensure we address all points raised in a complaint

- We need to communicate better on timescales and the next stage of a complaint

- We need to ensure our responses are easy to understand

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Indicator 8: Learning from Complaints

Learning from complaints is a continuous process. We aim to identify trends and emerging issues and improve the services we provide. Some examples of changes we have implemented in 2021/22 are provided below.

Housing Repairs

We identified an issue with delayed repairs and the updates provided to housing tenants. We reviewed our procedures to improve communication and identified a local supplier where our tradesmen could order parts direct, minimising the risk for wrong orders that had led to the delays.

Household Collections

From complaints to our Waste Team, it was clear there were problems with the delivery of new and replacement bins. We reviewed our procedure to ensure stock levels were maintained and we improved our communication with revised delivery lead times.

Housing Needs

A customer reported issues with the response to their community emergency alarm. We reviewed our contact information and improved our Duty Warden Rota procedure.

Contact Centre

We received a complaint relating to our Contact Centre. We worked with our staff to ensure a more personal and sympathetic response is provided to those we speak to.

Council Tax

A complaint was received in relation to our Council Tax service. While investigating, it was clear backlogs had affected the system. Staff were reminded to allow extra time and check backlogs when awaiting evidence to support a claim.

Education and Social Work

To address a complaint relating to the school transition process, staff across education and social work were reminded to ensure minutes of meetings were clear and easy to understand. Teams were also advised to always signpost to additional services to ensure full support was provided.

Out of Hours Building Services

We were advised our Out of Hours procedure had not been applied correctly. To ensure compliance, staff were reminded to check records and instruct DLO to attend when appropriate, particularly when a tenant has been identified as vulnerable.

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Conclusion

We are committed to learning from the views and experiences of our customers. To do this, we aim to record complaints accurately and adhere to our Complaints Handling Procedure. This Annual Report complies with the SPSO's requirement to publish complaints information and highlights our performance against their 8 performance indicators. It also shows some of the recent issues we've addressed and where our Complaints Handling Procedure can be improved. We will continue to welcome customer feedback and work towards providing the best service possible.

Contact Us

Complaints regarding services provided by Moray Council can be made in person at any one of our local access points in Elgin, Buckie, Forres or Keith or we can be contacted by telephone on 01343 543451 or email complaints@moray.gov.uk. More information is also available online at www.moray.gov.uk/complaints.

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REPORT TO: CORPORATE COMMITTEE 8 NOVEMBER 2022

SUBJECT: COUNCIL POVERTY PLAN PROGRESS UPDATE

BY: DEPUTE CHIEF EXECUTIVE (EDUCATION, COMMUNITIES AND ORGANISATIONAL DEVELOPMENT)

1. REASON FOR REPORT

1.1 To inform the Committee of progress in developing a cross service whole council poverty action plan as part of the Council's strategic response to reducing poverty in Moray.

1.2 This report is submitted to Committee in terms of Section II B(6) of the Council's Scheme of Administration relating to any new policy matter which does not fall within the terms of reference of any other Committee.

2. RECOMMENDATION

2.1 It is recommended that the Committee considers and notes progress in developing a cross service whole council Poverty Action Plan as part of the Council's strategic response to reducing poverty in Moray and that a further report will come forward for determination of content and approach in early 2023.

3. BACKGROUND

3.1 As part of the second phase of the Council's Improvement and Modernisation Programme, on 12 May 2021 the Council agreed to establish a resource to develop the Council's strategic response to reducing poverty in Moray. It was proposed that the project would define the issues and priorities, develop a cross service whole council Poverty Action Plan and develop proposals to meet gaps in activity to address agreed council priorities and co-ordinate activity and reporting across the plan. (para 13 of the minute refers)

Data Analysis

3.2   To progress this project, initial work focussed on gathering a comprehensive view of the national poverty environment, of the work already underway within Council services and across Community Planning partners and of the evidence base for poverty in Moray. Work has been undertaken to refresh the analysis of poverty data within Moray and to consider how different statistical measures combine to show a picture of poverty indicators across Moray. The aim was to objectively collate poverty evidence, issues and actions to identify gaps within the existing delivery of previously agreed council strategies and action plans without replicating or diverting from existing planned work.

3.3   The review of poverty data was undertaken using local and national data sources accumulated into geographical data zones to enable comparisons to be drawn. Due to the way in which data is gathered and reported, the data used covers timeframes between mid-2020 and early 2022. Analysis included consideration of statistics on benefits claimed; Scottish Index of Multiple Deprivation (SIMD) data; and households below average income. From the analysis it became clear that as localities are aggregated up into larger geographies, distinctions between groupings are lost. For example, reviewing data as Associated School Group level showed little variation between the 8 localities, whereas analysis at a lower geographical level identified differences in poverty indicators. This level of data is often not used in national reporting where the smallest geography can be local authority area. However, it will continue to be taken into account in identifying issues and developing interventions in future council work to tackle poverty and has also been shared with the Fairer Moray Forum.

3.4   This analysis of poverty statistics for Moray showed significant differences when SIMD 2020 (geography based) data was compared with benefits (people based) data, and illustrates why SIMD data should not be used to assume that all people in an area with high levels of deprivation are deprived and possibly in poverty. It was also of note that locally claimed benefits are an important factor in evidencing local poverty, but these are not included in all national reporting (e.g. not used in "End Child Poverty" analysis).

3.5   Overall, the analysis confirmed that the current locality work being undertaken through the community planning partnership and by the council specifically is focussed in areas identified by the data: New Elgin East; Elgin Cathedral to Ashgrove and Pinefield; Forres South West and Mannachie; Buckie Central East; and Keith and Fife Keith. Locality work is also being actively supported in Lossiemouth in line with the decision of the Education Communities and Organisational Development Committee on 31 March 2021 (para 9 of the minute refers) as it also contains vulnerable communities according to poverty data. Therefore, there can be assurance taken that locality based work is addressing the areas where there is greatest need according to data analysis.

Review of Current Plans and Actions

3.6   The second area of work has been to collate information on the plans and activities that are already progressing within council services to address poverty in Moray. This has been prepared into the current working draft of an Anti-Poverty Assessment (**Appendix A**) which is designed to collate poverty actions and identify gaps. It sets out a summary of the drivers of poverty and poverty policy followed by a brief summary of relevant national legislation and policy directives that Moray Council is obliged to follow. It then explores existing local priorities, headline statistics and plans relating to the poverty agenda. An appraisal review of poverty actions drawn from other local plans relevant to existing council service delivery is also included at the end of the assessment.

3.7   This assessment illustrates the extensive range of actions that are already contained in specific plans to address poverty in Moray. It is of note that there are also a number of actions included in service plans that contribute to this agenda, although not all of these are currently captured in the assessment. Reference has also been made to the poverty action plan developed by the Fairer Moray Forum in 2018 on behalf of the community planning partnership to identify actions where further work could be taken forward. The actions from plans have been grouped thematically along with additional relevant poverty actions that could address identified gaps to give an indication of areas to be explored further for inclusion within a co-ordinated and monitored Moray Council poverty action plan (table 1 in the Assessment).

3.8   This working draft is provided to committee to demonstrate the range of work that is underway and provide assurance on progress towards a whole council poverty action plan. However, it should be noted that this is work in progress and that in particular the actions highlighted in green require to be updated and reviewed as there has been progress against some, and in other cases work has moved on. Work will continue on these to ensure that the eventual plan is focussed and current.

Next Steps

3.9   Ideally, a strategic policy statement that sets out the Council's aims and vision for reducing poverty would have been the starting point to direct and inform actions. However, the poverty agenda has grown organically from roots upwards in Moray, which provides strong links to local and specific issues as well as addressing national themes and, as the assessment demonstrates, this provides a strong platform from which to move forward. The next stage of work will include the development of a strategic cross cutting set of aims that provide a shared vision of the council priorities in addressing poverty in Moray. This will be used to create a cohesive cross cutting agenda to direct collective and individual service effort and ensure limited resources are appropriately directed to priority work.

3.10 The next stage for the anti-poverty assessment is to review the assessment in conjunction with service managers across the Council to bring actions together into a poverty action plan to support the strategy and to report this to committee.

Cost of Living

3.11 On 29 June 2022 (paragraph 22 of the minute refers) the Council agreed to establish a Cost of Living Working Group in response to the escalating financial issues emerging from the wider economic environment. The Group has met twice and has agreed terms of reference and an initial set of actions to be drawn into a short term rapid response piece of work. This will aim to support the immediate wider issues that are emerging and to sit alongside the longer term approach to reducing poverty.

Governance

3.12 In parallel with the above, the governance arrangements relating to poverty work across the community planning partnership have been reviewed with a view to ensuring that the agenda is joined up and directed to the priorities of the partnership and this includes a number of areas involving council services and so will also support the integration of the poverty agenda within the council.

4. **SUMMARY OF IMPLICATIONS**

   (a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)**

   The delivery of Poverty Actions within this report will directly contribute to the LOIP aims of 'Raising Aspirations': Moray provides an enabling environment where residents can achieve expanded choices, improved livelihood and wellbeing.

   (b) **Policy and Legal**

   There are no specific policy or legal implications arising from this report. The undernoted are highlighted by way of background context.

   The Community Empowerment Act 2015 places specific duties on Community Planning Partnerships to produce a local outcomes improvement plan (LOIP) with a particular a focus on actions aligned to addressing the poorest outcomes and to prepare locality plans.

   The Child Poverty (Scotland) Act 2017 places a duty on local authorities and health boards to produce an annual local child poverty action report and national guidance suggests that this is developed collaboratively with local partners.

   Both of the above are addressed through arrangements with community planning partners

(c)   Financial implications

None at this time.

(d)   Risk Implications

The following risks were noted in establishing this piece of work and remain relevant.

- Inability to resource and action solutions to address the issues once defined;
- Creating expectations around solving a complex societal issue – a range of interventions will aim to make improvements but the combination of influencing factors make it difficult to measure a causal link with change;
- Breaking into a complex and diverse existing environment that has grown within specific service areas and is not currently co-ordinated corporately may mean conflicting priorities or resistance to overall direction; existing commitments need to be honoured so limiting the scope for new impact;
- National requirements frame the agenda in some areas (mainly with funding) with local activity being a discretionary addition, therefore, can change in priority based on available resources, national asks and local politics giving an uncertain and inconsistent working environment.

(e)   Staffing Implications

The post of Senior Policy Officer (Poverty) was agreed as part of the report to the Council on 12 May 2021 (para 13 refers) and this post was recruited to in October 2021. Two further posts: Policy and Research Office and Apprentice Researcher were also identified in the project proposal with the intention that these posts would be activated once there was greater specification to the work required.

Subsequently on 30 August 2022, the Corporate Committee considered an update report on the Improvement and Modernisation Programme (para 6 of the minute refers) which identified that consideration of further resourcing would be linked to the direction from committee following planned report on strategic approach. As this work is not yet concluded, the issue of staffing resources will be addressed in the next report to committee.

(f)   Property

None

(g)   Equalities/Socio Economic Impact

Delivery of anti-poverty actions will have a demonstrable and quantifiable positive impact on equalities and the socio economic health of Moray.

(h)   Climate Change and Biodiversity Impacts

None at this time

(i)   Consultations

There have been 2 workshops held, one with Council officers and one with the Fairer Moray Forum and wider Community Planning partners. The information gathered has been utilised to form the appendix to this report. The Corporate Management Team has been consulted on the assessment set out in the appendix and is supportive of the general direction of this work.

5.   CONCLUSION

5.1   The work that has been progressed to prepare a poverty assessment to identify current plans and activities that are already progressing within council services to address poverty in Moray demonstrates the range of work that is already in place. Work will continue to finalise this assessment and report back to committee to establish clear strategic vision and direction to inform and direct this work moving forward and to address any gaps following further work to explore these more fully.

Author of Report: Denise Whitworth DCE (ECOD)/ Will Napier, Senior
                              Policy Officer (Poverty)
Background Papers: Poverty Data Analysis
                              Moray Community Planning Partnership Poverty Strategy
                              & Action Plan (Community Planning Board 18 April 2018)
                              Children's Services Action Plan
                              Local Employability Partnership Plan
                              Local Housing Strategy
Ref: SPMAN-1468114179-39 / SPMAN-1468114179-40
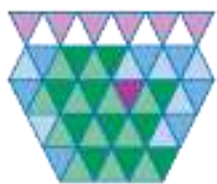
Moray Council Anti-Poverty Assessment 2022

Foreword

This document is designed to enable Moray Council to objectively collate poverty actions and identify gaps within the existing delivery of previously agreed council and partnership strategies and action plans relating to poverty, set against national poverty policy and local poverty measurements.

It does not replace those documents, nor does it alter their content or our commitment to them, it is merely an attempt to take stock of the Council's existing contribution to delivery and the identification of possible routes to identifying and resolving gaps in delivery of agreed priorities.

Purpose and contents

This Strategy & Action Plan forms an evidence base review of the shared understanding of Poverty in Moray and enables cross cutting priorities to be reviewed and consideration given to where the council wishes to direct collective and individual service effort and limited resources within a co-ordinated and monitored poverty programme. The outputs and progress of delivery of this plan will be reported both internally within Moray Council, and within the governance structure of Moray Community Planning Partnership.

It begins with the **drivers of poverty policy** followed by a brief summary of relevant **National legislation** and policy directives that Moray Council have a legal obligation to follow. It then explores existing **local priorities**, headline statistics and plans relating to the poverty agenda.
An appraisal **review of the poverty actions** drawn from other local plans relevant to existing council service delivery is attached at **Appendix 1**.

Relevant detailed actions are grouped thematically along with additional relevant poverty actions to address any identified gaps for inclusion within a co-ordinated and monitored **Moray Council poverty action plan and table 1**.

By reviewing the current and emerging issues against existing plans and actions, it is possible to provide an overview of what is already being achieved by the Council, so that gaps can be identified and set against previously agreed aims from which to action and measure progress and work collaboratively with partners, contributing to the overall anti-poverty efforts of the Moray Community Planning Partnership.

Background

Moray like the rest of the Country must deal with post Covid recovery and a cost of living crisis. More people are in dire need now and predictions suggest that the situation will worsen prior to recovery. While it has recently been the intention to plan and act strategically to reduce future poverty, it must be acknowledged that current circumstances will challenge the Council to meet and **mitigate** current poverty need, whilst also developing in parallel strategies to **prevent** poverty in the future, in a 'two pronged' approach.

We must also be capable of accurately assessing the urgent needs of the Moray community and the progress we make on delivering effective and locally relevant anti-poverty measures through both statistical data and 'lived experience', the voices of local people experiencing poverty.

Themes/Factors contributing to poverty

There are several factors that can result in people experiencing poverty.
As identified by the Scottish Government's **"Every child, every chance: tackling child poverty delivery plan 2018-2022"** direct drivers of poverty fall in to three main categories – income from employment, costs of living and income from social security. The relationship of these drivers to wider thematic areas is summarised below.
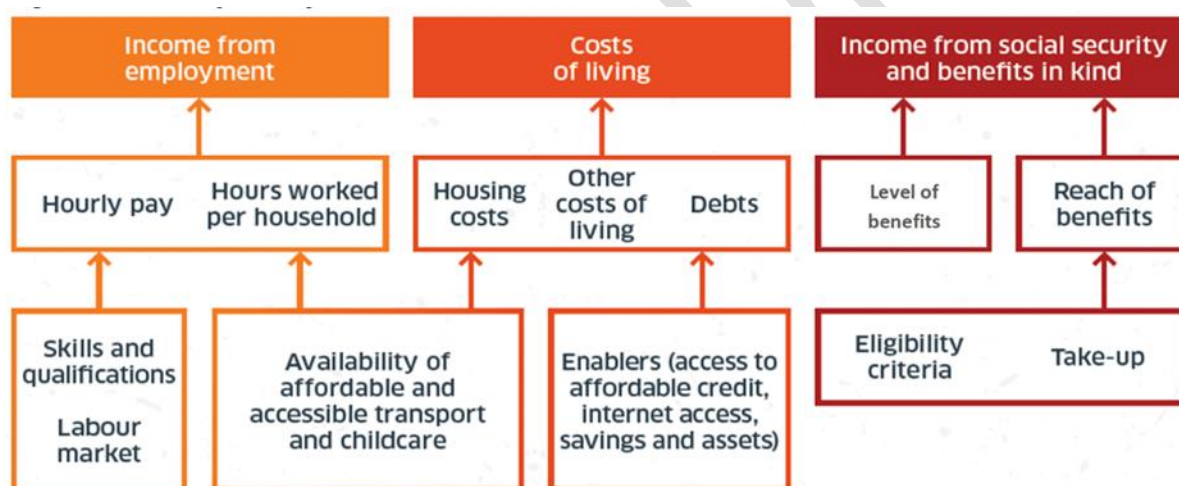
Relevant National Policy Context

There is no single policy which on its own will eradicate poverty. Broadly speaking, increasing income from work and benefit entitlement, along with reducing outgoing costs such as housing and fuel are the greatest mechanisms by which we can reduce poverty in Moray.
This Council, like all others in Scotland, operates within a legislative framework and has a duty to deliver on Government legislation. Therefore, our poverty work must align to and be mindful of the following priorities set at a national level which have also informed the development of relevant Community Planning documents referred to later.

Child Poverty

Child Poverty (Scotland) Act 2017

Local Authorities and Health Boards are required to jointly prepare and publish annual reports on measures taken and measures proposed to contribute to child poverty targets, income maximisation measures, and measures to benefit those with protected characteristics. Beyond these requirements, the process and content of reporting is at local leads' discretion.

'Best Start, Bright Futures'

Scotland's second tackling child poverty delivery plan – was published in March 2022. It is a plan for all of Scotland and commits to partnership working across public, private and third sectors, and with communities, to take forward the national anti-poverty mission. To coordinate efforts towards the national child poverty targets, local Councils and partners are encouraged to align their actions with the delivery plan.

The national interim relative child poverty target set for **2023/24 is "less than 18%"** with the final **2030/31 target set at "less than 10%".** At the time of writing, Moray's level of relative Child Poverty is **23%**

Poverty

Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019

The Fuel Poverty Act sets stretching statutory targets for reducing fuel poverty. The overarching target is that in the year 2040, as far as reasonably practicable, no household in Scotland is in fuel poverty and, in any event, no more than 5% of households are fuel poor, no more than 1% are in extreme fuel poverty and the fuel poverty gap is no more than £250 (in 2015 prices). The legislation sets interim targets within this for 2030 and 2035. Currently in Moray, **40% of households live in fuel poverty compared to a Scottish average of 35%**

Dignity

Period Products (Free Provision) (Scotland) Act 2021

This Act came fully into force on 15th August 2022 and places responsibility on Scottish local authorities and education providers to provide a reasonable choice of free period products which are easily obtained in a way that respects a person's dignity.

Our Priorities: Relevant Local Plans, Strategies and Action Plans

Local Outcome Improvement Plan

Raising Aspirations: Moray provides an enabling environment where residents can achieve expanded choices, improved livelihood and wellbeing.

Focus: Poverty Strategy to tackle poverty, social cohesion and inclusion

• Inequalities in educational attainment will reduce.

• Access to employment opportunities will improve and low pay will reduce.

• Health and social inequalities will reduce.

Gaps in quantifiable baseline data and measurable targets, however much of the detail flows through into other local plans that have taken their guide from LOIP

Moray Council Corporate Plan 2024

The number 1 Corporate Plan priority within Our People, Children and Families is:

"Provide opportunities for people to be the best they can be throughout their lives with a strong and sustained focus on those individuals and groups in our society who experience the most disadvantage and discrimination"

The following actions are listed:

•   Reducing the impact of poverty

•   Tackling inequalities

•   Raising Aspirations

•   Fair, Ambitious, Improving, Responsive

There are a number of outcome measurements proposed, however there are opportunities for specific measurements of where we are and what our targets should be. This requires further coordination into central poverty information.

Moray Community Planning Partnership Poverty Strategy & Action Plan 2018-2021

Although this plan has expired and it is not known at the time of writing if the Community Planning Board wish to revisit it for refresh, it was agreed by Moray Council in September of 2019 and originally contained a range of relevant poverty themes along with the Child Poverty Action Plan. It is a useful document to map potential gaps in poverty interventions and activities in Moray. Specific actions are shown within the action appraisal at **Appendix 1.** The prioritised interest groups and actions are summarised here:

Priority population groups	Priority actions
Lone parents	free / affordable childcare provision
Nursery age children	free / affordable out of school childcare provision
Primary school pupils	school holiday meals
Secondary school students	school uniforms
Looked after children	parenting support
Care leavers	mental health support
Large families (3+ children)	school attainment
Minority ethnic families including gypsy travellers	support into employment
Pregnant women	skills and training support
Families with infants under 1	access to the real living wage
Families with disabled children	ensuring social security uptake
Families with younger mothers (aged under 25)	provision of financial advice
Adults with disabilities	internet access
Children with mental health problems	affordable credit
Adults with mental health problems	affordable housing
People experiencing homelessness	energy efficient homes
Adults without qualifications	affordable energy
Retired adults	affordable food
	affordable sanitary products
	affordable transport

Children's Services Action Plan – 2022/2023 Actions (Final Draft)

Priority 3 - "The impact of poverty on children, young people and families is mitigated".

- The voices of children, young people and families experiencing poverty are heard and acted upon.
- A co-ordinated approach to mitigating the impact of child poverty is adopted across the children's services partnership.
- The disposable income of families experiencing poverty is maximised
- No child or young person feels disadvantaged by poverty

There are a number of annual sub actions and performance measures, however further work is required to address gaps in the baseline data and set quantifiable targets for improvement, along with co-ordinating poverty information centrally.

Moray Pathways Local Employability Partnership Delivery Plan 2022-2025 (Consultative Draft)

Specific work around increasing household income through employment and access to skills development and supported training including to Low income families and lone parents with children experiencing poverty and those with disabilities .

KPI 4 – "Increasing household income, reducing child poverty, through access to fair work and in work skills development"

Current levels of **children in Childcare places in Moray – 24% (Scotland 27.2%)**

Underemployment in Moray is at 10.4% (Scotland 8.1%)

KPI 6 – "Contributing to the decrease in the digital poverty gap through skills"

Local Housing Strategy 2019 – 2024

Priority 4: "Improve the condition and energy efficiency of housing, and minimise fuel poverty"

We will ensure that as many households as possible in Moray live in a warm, comfortable home they can afford to heat. We will seek to reduce energy consumption in homes and promote the use of renewable energy sources for heating. We will seek to achieve this by:

- improving the energy efficiency of the housing stock in order to remove poor

  energy efficiency as a driver of fuel poverty;

- making comprehensive energy advice available to individuals and communities

  at greatest risk of fuel poverty;

- ensuring that investment in home energy efficiency energy and energy advice

  and support is directed to households who are most vulnerable to fuel poverty;

- ensuring that new housing is built to high standards of energy efficiency
- participating in programmes to de-carbonise the heating supply

The Scottish Government's current definition is that a household is in fuel poverty if, in order to maintain a satisfactory heating regime, it spends more than 10% of its income on fuel and in extreme fuel poverty if it spends more than 20%. In its draft Fuel Poverty Strategy 2018, the Scottish Government intended to adopt a revised definition which moves the 10% fuel cost to income ratio to an after housing costs have been paid basis and introduces a new minimum income threshold for households experiencing fuel poverty. The Scottish House Condition Survey (SHCS), which is used to by the Scottish Government to measure progress on fuel poverty, estimated previously that 45% of households in Moray (over 19,000 households) are in fuel poverty compared with the then Scottish average of 31%. The SHCS estimated that 12% of households in Moray were in extreme fuel poverty compared with a Scottish average of 8%.

A range of factors place households in Moray at high risk of fuel poverty, including, low income – Moray has one of the lowest average incomes in Scotland – the poor energy efficiency of older housing stock (only 23% of dwellings in Moray have a high energy efficiency rating compared to the Scottish average of 37%), particularly in the private rented sector and the higher proportion of households living in off-gas remote and rural locations and paying higher fuel costs. 62% of fuel poor households are older households. The SHCS estimates that 42% of owner occupied households in Moray (around 12,000 households) are fuel poor, compared with 54% in the social rented sector (around 5,000 households). Over 70% of households in Moray are in the private sector.

Homes in Moray have relatively poor energy efficiency. The average Energy Efficiency Rating (SAP 2012) for housing in Moray is 58.8 which is worse than the Scottish average of 62.9. In Moray, the ratings for social housing (62.1) were generally higher than both the owner-occupied (58.3) and private rented (55.6) sectors. At 31 March 2018, 55.4% of the Council's stock (around 3,350 dwellings) met the Energy Efficiency Standard for Social Housing (EESSH). 400 Council houses were exempt from the EESSH, the vast majority being exempt for "technical" reasons.

Most recent figures suggest that there continues to be significant numbers of people experiencing fuel poverty (Currently in Moray, **40% of households live in fuel poverty compared to a Scottish average of 35%)**, despite investment in insulation via the HEEPS ABS scheme which was targeted at those households at greatest risk. Targeting could be improved however, as initially, this was done using Council tax records, and **further work could be undertaken to co-ordinate and share up to date poverty data**.

Cost of School Day Plan

The Cost of the School Day has been in working in partnership with Moray schools since the start of 2020. The project works with the whole school community to explore the financial barriers to participation and supports schools to implement policies and practices that reduce everyday school costs and financial pressures on families. As the cost of living rises Cost of the School Day work can help to reduce household costs for families on low incomes and mitigate the effect of poverty on children and young people in the classroom. Children's voices and experiences of how they access the school day is integral to understanding the challenges faced by some pupils. This includes exploring costs associated with uniform, curriculum costs, school trips, charity events and other additional opportunities at school. Children who cannot access a full experience of school due to low income very often report lower wellbeing and educational achievement. Work in Moray has the following aims:

- Child poverty aware school staff throughout the authority with a clear understanding of financial barriers at school and the motivation and resources to tackle them
- Policy and practice at school and local authority level which reduce costs and poverty related stigma for children and families
- Families and children aware of and able to access support available in their schools
- Children from low income households able to fully participate in all parts of the school day
- Opportunities to share learning and good practice across all Moray school

Topics covered by this project include:

- Uniform
- Support for parents and financial entitlements
- Charity and Fundraising activities
- Trips
- Food (challenge is free school meal 'take up')
- Additional opportunities/activities
- Celebrations
- Expressive Arts, design and technology
- Homework, home learning and resources
- Curriculum and ability grouping
- Bullying
- Pupil voice
- Travel
- Rewards, behaviour and attendance
- Staff awareness and approaches

There have been some excellent examples of best practice among some schools and broadly, the challenges for further poverty work are**: Sharing and communicating best practice along with a review of relevant policy guidelines.**

Moray Council Poverty Action Plan

Investing in poverty prevention, particularly in children and young people and raising their aspirations for the future is the most cost effective and sustainable ways to combat poverty. This action plan aims to do this wherever possible within actions and plans already agreed within the Community Planning Partnership. The successful delivery of this plan will also have links to wider, long term goals within Moray Council and our partners around economic development ambitions for example, moving us away from a low wage economy.

This plan must also think in the shorter term however and do everything it can to mitigate against the effects of poverty currently being experienced

By reviewing the current and emerging issues against existing plans and actions, it was possible to provide an overview of what is already being achieved by the Council, so that gaps could be identified and set in context with previously agreed aims set working collaboratively with community planning partners.

Delivery of this plan ensures that Moray Council is contributing to the overall anti-poverty efforts of the Moray Community Planning Partnership.

Further work to design ongoing monitoring of impact and performance will be required as will a refinement of initially estimated timescales for individual delivery of actions.

Table 1

SERVICE AREA	TARGET GROUP	ACTIONS 2022-2024	TARGET DATES / MEASURES (note timing to be confirmed in a number of actions)	LEAD COUNCIL SERVICE/TEAM
Cost of Living				
EDUCATION	Children and Families	TO BE ADDED MULTIPLY funded projects also looking at education / mentoring – sits with CLD Strategic Partnership		Education
		Consider scope for PEF / SEF Policy guidance to be reviewed for closer supported links between schools poverty related activity and wider poverty aims so that up to date poverty work can help inform ongoing policy guideline development and the sharing of best practice and outcome information. (note PEF is directed by head teachers as funding allocation is direct to schools)	Review completed and ongoing links established within 6 months from commencement.	
		Continue implementation of the Moray "Cost of the School Day" action plan and relevant policy guideline reviews	As part of ongoing rollout and sharing of best practice	

HOUSING	All	(a) The identified leads will work together to review the way in which support is currently provided to families experiencing fuel poverty (b) the identified leads will develop an action plan to improve coordination and reach/uptake of support including Energy Efficiency capital works	Revised approach to identifying those experiencing fuel poverty and system of support and advice within 6 months of commencement. Delivery of capital works dependant on funding and housing capital programme	Housing (LHS) Money Advice Moray Team
ECOD (Transformation)	Every person who menstruates	Provide free sanitary products to those who need them with ongoing consultation regarding venues and product types	Revised system of provision established and in place by February 2023	Transformation Team Education
	ALL	Prepare contingency plan for the provision of 'Warm Hubs' across Moray	Plan to be completed by end of October 2022	Transformation Team (co-ordination)
Maximising Income from Employment				

EMPLOYABILITY	Care Leavers	(a) Identify the range of Employability support available to looked after children and young people leaving care (b) Develop a communication plan to increase awareness of these supports amongst looked after children and young people leaving care (c) ensure referral connection between young people leaving care and employability keyworker support is made	System in place within 6 months of commencement with regular reporting of referral numbers and positive outcomes achieved	Employability Team Corporate Parenting Team
	Children and Families	(d) Improve data collection and tracking/monitoring via post school pathways planning meetings using through care and aftercare services and children's services to increase the number of referrals to Mentoring Programmes		
	Children and Families	Review of School estate Childcare Policy guidelines to consider any scope to assist with wraparound childcare project to overcome identified childcare barrier for	Review completed within 6 months of commencement (timing tbc)	Education Employability Team

		parents entering employment & training opportunities		
EMPLOYABILITY	Minority Ethnic Groups (Including refugees)	Co-ordinate ESOL community provision to support the needs of families seeking support Collaborate with relevant partners to identify the specific needs of ethnic minorities to successfully move into employment or training.	Revised plan produced within 6 months of commencement	Community Learning and Development Strategic Group Employability Team Resettlement Group
	Multiple	Identify specific target groups where underemployment is more common e.g. lone parents/females/migrant workers/refugees/veterans	Report identifying target groups and plan for further work within 6 months of commencement	Employability Team
	Multiple	Encourage employers to offer supported employment job placements for our high priority groups via the MERI scheme	Plan for ongoing Council procedure / agreement developed within 3 months of commencement	Employability Team HR

		Write an apprenticeship strategy to encourage public sector organisations to increase uptake of apprentices.	Plan for ongoing Council procedure / agreement developed within 3 months of commencement	Employability Team HR
EMPLOYABILITY	Women	To investigate ways in which the council can have an impact on the gender pay gap within Moray	Initial research and report completed within 3 months of commencement	Employability Team (*potential for support from partners to be explored as significant task*) Equalities Team
Maximising Income from Social Security / Benefits				
MONEY ADVICE	ALL	Via the locality networks deliver 4 dedicated money advice outreach sessions over the next 12 months.	Completed by end of December 2023	Money Advice Moray
		Test the poverty leaflet that has been developed with locality networks to inform about access to financial support. Including multi agency staff training Sessions.	Completed within 1 month from commencement	
		To adapt this leaflet specifically for young people.	Completed 2 months from commencement	
		People will be routinely advised by practitioners in relevant services of their entitlement to social security benefits, to raise	Designed and commenced rolling delivery within 6 months of commencement	

		awareness, and signposted or referred to free financial support services if required. Council Staff Training required		
Communications and 'Lived Experience'				
ALL	Children and Families	To clarify and formalise the mechanism by which we continuously hear the voice of children and families through linking with the locality networks and the FMFAG to collate and share knowledge, identify gaps and direct activity to addressing these gaps.	Established system of regular feedback by end of December 2022	Community Support and Engagement
		Children and young people will be directly involved in the development of policies to mitigate the impacts of poverty.	Ongoing and linked to Rollout of Policy development Measured by number of relevant policies contributed to by target group	
		Deliver a campaign promoting opportunities for all children to participate in learning, leisure and play.	Designed and delivered within 4 months of commencement	Communications Team
	ALL	An easily accessible information system will be developed in liaison with those with lived experience e.g. employability/financial website/crisis app to ensure both the general population and professionals who offer support are able to access the most up to date information regarding all	Target of 1 year for design, development and delivery	Money Advice Moray Team

		financial matters. This will supplement the Money Advice Moray Team and hopefully reduce service pressures	
		Communications around the specific promotion of access to free activities such as open spaces and events	Specific communication plan produced within 4 months of commencement

Appendix 1. Review and appraisal of Poverty Actions

Poverty Action/Outcome	Origin	Poverty Theme	Target Priority Group	Intervention Type	Council Poverty Action Plan Recommendation
To clarify and formalise the mechanism by which we continuously hear the voice of children and families through linking with the locality networks and the poverty action group to collate and share knowledge, identify gaps and direct activity to addressing these gaps.	Children's Services Action Plan (2022-2023 Actions)	Communications and 'lived experience'	Children and Families	Mitigation	Potential for inclusion, as part of ongoing **communication** and wider effort to secure **'lived experience'** of poverty in Moray. However, current position and progress to be confirmed (tbc)
Deliver a joint East/West locality shared learning event with a focus on poverty	Children's Services Action Plan (2022-2023 Actions)	Communications and 'lived experience'	Children and Families	Mitigation	Inclusion not required as one off event. Will be repeated as part of wider **Communications work.**
Raise the profile of the Child Poverty Action Plan within and beyond the children's services partnership.	Children's Services Action Plan (2022-2023 Actions)	Communications and 'lived experience'	Children and Families	Mitigation	Inclusion not required as part of Child Poverty Group remit where work is being done and covered by wider **communication**.
Utilise learning from the research undertaken to understand the acceptability of the early years Financial Inclusion Pathway for families and for practitioners, in order to identify opportunities for improvement.	Children's Services Action Plan (2022-2023 Actions)	Income from Social Security and Benefits in Kind	Children and Families	Mitigation	Potential for inclusion in plan, as part of all efforts to ensure **benefit entitlement take up.**
Via the locality networks deliver 4 bespoke 'Making Every Opportunity Count' (MEOC) sessions over the next 12 months.	Children's Services Action Plan (2022-2023 Actions)	Income from Social Security and Benefits in Kind	Children and Families	Mitigation	Potential for inclusion in plan, as part of all efforts to ensure **benefit entitlement take up.** Progress check needed
Poverty Action/Outcome	**Origin**	**Poverty Theme**	**Target Priority Group**	**Intervention Type**	**Council Poverty Action Plan Recommendation**
Test the toolkit that has been developed with and for parents to inform about access to financial	Children's Services Action Plan (2022-2023 Actions)	Income from Social Security	Children and Families	Mitigation	Potential for inclusion in plan, as part of all efforts to ensure

support and promote trusted community assets. Testing to begin June 2022. Including Training Sessions.		and Benefits in Kind			**benefit entitlement take up.** Progress check needed
To begin the development of a young person's toolkit with and for children and young people.	Children's Services Action Plan (2022-2023 Actions)	Income from Social Security and Benefits in Kind	Children and Families	Mitigation	Potential for inclusion in plan, as part of all efforts to ensure **benefit entitlement take up.** Progress check needed
Children and young people will be directly involved in the development of policies to mitigate the impacts of poverty.	Children's Services Action Plan (2022-2023 Actions)	Communications and 'lived experience'	Children and Families	Mitigation	Potential for inclusion in plan, as part of ongoing **communication** and wider effort to secure **'lived experience'** of poverty in Moray. Progress check needed
Deliver a campaign promoting opportunities for all children to participate in learning, leisure and play.	Children's Services Action Plan (2022-2023 Actions)	Communications and 'lived experience'	Children and Families	Prevention	Potential for inclusion in plan, as part of **raising attainment** and positive destinations for children and young people. Progress check needed
PEF guidance will be reviewed over the next six months and reissued to schools by the end of 2019, and closer supported links between schools poverty related activity and Fairer Moray Forum.	MCPP Poverty Strategy & Action Plan 2018-2021	Attainment and Cost of Living	Children and Families	Mitigation	Completed in 2019, possible potential for inclusion of further work as part of **raising attainment** so that up to date poverty work can help inform ongoing SEF/PEF policy guideline development and the sharing of best practice and outcome information. However, merits to be considered in light of work already completed and autonomy of head teachers in relation to PEF

Poverty Action/Outcome	Origin	Poverty Theme	Target Priority Group	Intervention Type	Council Poverty Action Plan Recommendation
(a) Explore during 2019/20 with local employers what support would enable them to offer a fair wage and contract conditions for all workers (b) Develop and implement an action plan based on the results of (a) during 2020/21	MCPP Poverty Strategy & Action Plan 2018-2021	Income from Employment	ALL	Prevention	Not recommended for inclusion as work now superseded by council employability team (as part of Moray Economic Partnership) and detailed separately.
(a) Identify the range of supports available to looked after children and young people leaving care (b) Develop an action plan to increase awareness of these supports amongst looked after children and young people leaving care (c) Implement the action plan	MCPP Poverty Strategy & Action Plan 2018-2021	Communications and 'lived experience'	Looked after children and care experienced young people	Mitigation	Potential for inclusion, as part of reconnection of development and monitoring of council Employability and Corporate Parenting teams. **Informing Communications and 'lived experience'**. New approved HT for looked after children will also support this work. Progress check needed
Support, training and development will continue to be available in order for people to gain higher paid employment through the implementation of the Moray Skills Investment Plan which takes forward the key themes: • Effective Careers and information and advice • Supporting Key Economic Priorities • A responsive skills infrastructure • Enhancing employer engagement	MCPP Poverty Strategy & Action Plan 2018-2021	Income from Employment	ALL	Prevention	Not recommended for inclusion as action delivered and work now superseded by council employability team (as part of Moray Economic Partnership) and detailed separately.

Poverty Action/Outcome	Origin	Poverty Theme	Target Priority Group	Intervention Type	Council Poverty Action Plan Recommendation
Implement the Moray "Cost of the School Day" action plan	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	Children and Families	Mitigation	Potential for Inclusion. Development of policy guidance and the sharing of best practice. Progress check needed as this work is well established
The Early Learning and Childcare Plan will be implemented to deliver affordable, flexible and good quality childcare in Moray	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living and Income from Employment	Children and Families	Mitigation	Potential for Inclusion as part of renewed focus on Childcare and the reduction of **Underemployment**. However, this may be industry led – liaison with economic devt required
Explore opportunities to secure necessary funding from e.g. Carnegie UK Affordable Credit Loan Fund to develop a community based and run financial institution, in partnership with existing providers of affordable credit in Moray	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	ALL	Mitigation	Potential for inclusion as affordable credit is part of CWB strategy remit
(a) The identified leads will work together to review the way in which support is currently provided to families experiencing fuel poverty (b) the identified leads will develop an action plan to improve coordination and reach/uptake of support	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	ALL	Mitigation	Potential for inclusion as part of co-ordination of **cost of living** reduction and communications across money advice actions in partnership with relevant local agencies. Progress check needed as information has been published to address this as well as co-ordinated event work in 2021
The Moray Food Poverty Action Plan will be implemented - with particular emphasis on developing provision for	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	ALL	Mitigation	Potential for inclusion as Scottish Govt has this as a stated expansion of holiday provision for children and young people,

young people during school holiday periods.						although there would be a need for funding
The Moray Housing Strategy and Plan will be implemented, following consultation, taking forward the key priorities of: • Improving access to housing of all tenures and alleviating housing need • Preventing and alleviating homelessness • Assisting those who require specialist housing • Improving the condition and energy efficiency of housing and minimising fuel poverty	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	ALL	Mitigation		Potential for inclusion as part of housing and fuel poverty actions and renewed efforts to gather information and track statistical data.
Provide free sanitary products to those on a low income	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	ALL	Mitigation		Potential for inclusion as part of new legal duties. Information to be updated and reported. Work is already established – progress check required on whether business as usual
(a) The lead group will consider the need for the development of an affordable, accessible transport scheme (b) Based on their assessment the lead group will develop an action plan to develop an affordable and accessible transport scheme	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	All	Mitigation		Potential for inclusion with link to Bus Revolution as part of the solution
The identified leads will ensure that those on a low income are aware of their services providing clothing	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	ALL	Mitigation		Not recommended for inclusion as part of wider partnership remit and has been addressed at least in part, but will feature in **Cost of School day** actions. Information

					has been published by council and partners (council cost of living hub) which promotes support available
The identified lead will lead the exploration of the possibility of developing a furniture service, with the intention of developing an action plan to implement this	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	ALL	Mitigation	Not recommended for inclusion as part of wider partnership remit. To confirm how this is currently covered
Poverty Action/Outcome	**Origin**	**Poverty Theme**	**Target Priority Group**	**Intervention Type**	**Council Poverty Action Plan Recommendation**
The Neonatal Expenses Fund will be promoted, with the aim to identify eligible and vulnerable parents so that they may be supported to spend as much time with their babies as possible, while they are receiving care within a neonatal unit.	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	Children and Families	Mitigation	Not recommended for inclusion as part of wider partnership remit (with Council input).
An easily accessible information system will be developed in liaison with those with lived experience e.g. employability/financial website/crisis app to ensure both the general population and professionals who offer support are able to access the most up to date information regarding all financial matters.	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living and income from Employment	ALL	Mitigation	Potential for inclusion as part of **Informing Communications and 'lived experience',** and **Maximising Income from Benefits** Progress check needed as council as set up information hub on website which addresses information accessibility. Lived experience gathered by CLD Strategic group as part of reporting

Poverty Action/Outcome	Origin	Poverty Theme	Target Priority Group	Intervention Type	Council Poverty Action Plan Recommendation
People will be routinely advised by practitioners in relevant services of their entitlement to social security benefits, to raise awareness, and signposted or referred to free financial support services if required.	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	ALL	Mitigation	Potential for inclusion as part of **Informing Communications** Progress check needed - Template established to take practitioners through issues in place – closed?
The importance of attending for antenatal care will be promoted with the aim to increase the number of vulnerable mothers eligible and in receipt of Sure Start Maternity Grant	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	Children and Families	Mitigation	Not recommended for inclusion as part of wider partnership remit and will be covered by other cost of living / money advice actions.
We will continue to grow and sustain Making Every Opportunity Count (MEOC) across Moray	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	ALL	Mitigation	Not recommended for inclusion as part of wider partnership remit and will be covered by other cost of living / money advice actions.
Poverty Action/Outcome	**Origin**	**Poverty Theme**	**Target Priority Group**	**Intervention Type**	**Council Poverty Action Plan Recommendation**
We will provide more support for children and families in the very earliest years through the Universal Health Visiting Service and Family Nurse Partnership Programme	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	Children and Families	Mitigation	Not recommended for inclusion as part of wider partnership remit.
We will promote the importance of Healthy Start with the aim to increase access to the scheme for eligible vulnerable families	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	Children and Families	Mitigation	Not recommended for inclusion as part of wider partnership remit.
Financial inclusion referral pathways will be developed within Midwifery and Early Years Practice and then adapted to be suitable and available to all professionals.	MCPP Poverty Strategy & Action Plan 2018-2021	Cost of Living	Children and Families	Mitigation	Not recommended for inclusion as part of wider partnership remit and will be covered by other cost of living / money advice actions.
Wraparound childcare project to overcome identified childcare barrier for parents entering employment &	Moray Pathways Employability	Income from Employment	Children and Families	Prevention	Potential for inclusion due to links between **childcare** and school estate and policy review

training opportunities	Delivery Plan 2022-2025				opportunities. However, need may be let by other providers.
Improve data collection and tracking/ monitoring via post school pathways planning meetings Collaborate with through care and aftercare services and children's services Increase number of referrals to Mentoring Programmes	Moray Pathways Employability Delivery Plan 2022-2025	Income from Employment	Care Experienced	Prevention	Potential for inclusion as council service focussed (Corporate Parenting and Education).
Co-ordinate ESOL community provision to support the needs of families seeking support Collaborate with relevant partners to identify the specific needs of ethnic minorities to successfully move into employment or training.	Moray Pathways Employability Delivery Plan 2022-2025	Income from Employment	Minority Ethnic Groups (Including refugees)	Prevention	Potential for inclusion as council service focussed (resettlement group). Progress check needed – this areas is overseen by the Community Learning and Development Strategic Group
Promotion of partnership to relevant groups within armed forces organisations and veteran organisations (SAAFA & Poppy Scotland)	Moray Pathways Employability Delivery Plan 2022-2025	Income from Employment	Armed forces and veterans	Prevention	Potential for inclusion, as current area of work and seeing an increase in service personnel making a claim to universal credit.
Identify specific target group where underemployment is more common ie: lone parents/females/migrant workers/refugees/veterans	Moray Pathways Employability Delivery Plan 2022-2025	Income from Employment	Multiple	Prevention	Potential for inclusion as links to council service teams.
Encourage employers to offer supported employment job placements for our high priority groups via the MERI scheme	Moray Pathways Employability Delivery Plan 2022-2025	Income from Employment	Multiple	Prevention	Potential for inclusion as opportunities for Council to access MERI scheme including cost benefits.
Write an apprenticeship strategy to encourage public sector organisations to increase uptake of apprentices.	Moray Pathways Employability Delivery Plan 2022-2025	Income from Employment	ALL	Prevention	Potential for inclusion as direct link to council service teams.

DRAFT WORKING DOCUMENT

Poverty Action/Outcome	Origin	Poverty Theme	Target Priority Group	Intervention Type	Council Poverty Action Plan Recommendation
improving the energy efficiency of the housing stock in order to remove poor energy efficiency as a driver of fuel poverty	Moray Council Local Housing Strategy 2019 - 2024	Cost of Living	ALL	Mitigation	Potential for inclusion as part of **cost of living action on fuel poverty.**
making comprehensive energy advice available to individuals and communities at greatest risk of fuel poverty	Moray Council Local Housing Strategy 2019 - 2024	Cost of Living	ALL	Mitigation	Potential for inclusion as part of **cost of living action on fuel poverty** and **communications.** Progress check needed – information published Oct 2022
ensuring that investment in home energy efficiency energy and energy advice and support is directed to households who are most vulnerable to fuel poverty	Moray Council Local Housing Strategy 2019 - 2024	Cost of Living	ALL	Mitigation	Potential for inclusion as part of **cost of living action on fuel poverty.**
Poverty Action/Outcome	**Origin**	**Poverty Theme**	**Target Priority Group**	**Intervention Type**	**Council Poverty Action Plan Recommendation**
ensuring that new housing is built to high standards of energy efficiency	Moray Council Local Housing Strategy 2019 - 2024	Cost of Living	ALL	Mitigation	Potential for inclusion as part of **cost of living action on fuel poverty.**

Gap Analysis

	Mitigation	Prevention	Children & families	Other groups	TOTAL
Max income from employment	1	7	5	1 Care Leavers 1 Minority Ethnic 1 Armed forces	**8 Income from Employment Actions**

	Mitigation	Prevention	Children and Families	Other group	
				3 ALL	
Max income from benefits	5	5	4	1 ALL	**5 Income from Benefits Actions**
Cost of living	11		7	8 ALL	**11 Cost of Living Actions**
Communications and 'lived experience'	3	1	4	1 Looked after Children 1 Care Leavers	**4 Communications Actions**
TOTAL	**20 Mitigation Actions**	**13 Prevention Actions**	**20 Children and Families Actions**	**17 Other group Actions**	

Additional gaps identified to date for consideration within action plan

1) **Gender pay gap (Employability)** Some activity noted – consider whether this addresses issues

- Women working fulltime earn £430 per week, compared to men working fulltime who earn £540 per week. *8*
- Nearly one in three (29%) women work part-time in Moray, compared to one in thirty-three men (3%).
- Women's lower wages and fewer working hours increase the risk of poverty for women, and nine out of ten (90%) lone parents in Scotland are women. *9*

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8 ONS, Annual Survey of Hours and Earnings – 2007-2016
9 Scottish Government, Equality characteristics of people in poverty in Scotland - 2015/16

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2) **Communications around the specific promotion of access to free activities such as open spaces and events –** recent publication of information – consider whether this addresses issues

REPORT TO: CORPORATE COMMITTEE ON 08 NOVEMBER 2022

SUBJECT: PERFORMANCE REPORT (FINANCIAL SERVICES) – PERIOD TO SEPTEMBER 2022

BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)

1.   REASON FOR REPORT

1.1   To inform the Committee of the performance of the service for the period to 30 September 2022.

1.2   This report is submitted to Committee in terms of Section III (A) (4) of the Council's Scheme of Administration to monitor performance in accordance with the Council's Performance Management Framework.

2.   RECOMMENDATION

2.1   It is recommended that Committee:

(i)   scrutinises performance in the areas of Service Planning, Service Performance and other related data to the end of September 2022;

(ii)   notes the actions being taken to improve performance where required.

3.   BACKGROUND

3.1   On 7 August 2019, the Moray Council approved a revised Performance Management Framework for services (para 5 of the minute refers).

4.   SERVICE PLANNING

4.1   Each service plan sets out the strategic and service level priorities and outcomes it intends to deliver in the coming year aligning closely with financial planning, corporate and community planning partnership strategic priorities. This report provides an interim update on progress on the service plan, key outcomes and performance indicators. Committee is invited to review progress to secure assurance that is satisfactory and to provide scrutiny and further direction where performance requires attention.

4.2 The narrative included is by exception, links to Service Plan Actions and Performance Indicators can be accessed within the Background Papers section of this report.

	SERVICE PLAN OUTCOMES	RAG
STRATEGIC LEVEL	A sustainable council that provides valued services to our communities	32%
SERVICE LEVEL	Implement legislative regulatory changes	0%
	Scottish Government priority	45%
	Implement the Procurement Strategic Action Plan	30%
	Council attains Living Wage Accreditation	100%
	Support for MIJB	10%
	Increase Service Efficiency	5%
	Sound Financial Governance	30%
	Workforce Development	10%
RECOVERY & RENEWAL	Supplier Relief	97%
OVERALL PLAN PROGRESS		36%

At the end of September 2022, two actions (1 Strategic and 1 Service Level) have not met assigned due dates. Work on both will continue during the second half of the year. Three others relating to Increasing Service Efficiency are yet to progress although all currently remain within expected due dates.

SERVICE PLAN PI'S

- Achieving Target
- Within Target
- Below Target
- Data Only
- Data not available at this stage
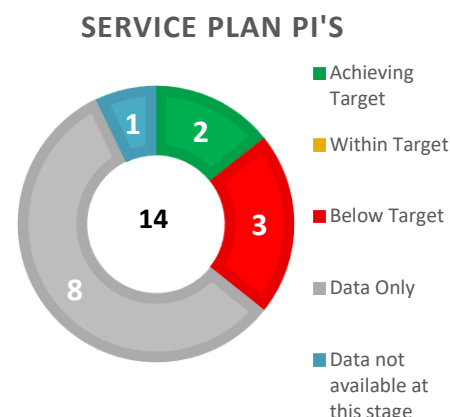
Strategic Outcomes – successes

4.3 A preliminary review of the capital plan shows that through rescheduling of planned works, the 10% target reduction has been achieved. In the light of recent increases in interest rates a further review is now ongoing. A prioritisation criteria matrix was circulated to budget managers for completion which will be reviewed by the Asset Management Working Group. This will be refined and used in the capital planning process going forward. (Action FIN22-23.Strat-4.1b)

Strategic Outcomes – challenges and actions to support

4.4 As the Transformation programme review progresses, savings are identified as each strand is assessed. The position was last updated to committee in August and will be included in the Council's budget for 2023/24 as at December. (Action FIN22-23 Strat 4.1c)

Service Level Outcomes – successes

4.5 To ensure compliance with the Living Wage, a review of contracted suppliers was completed as planned. The Council was formally awarded Living Wage employer accreditation in September 2022. (Action FIN22-23 Strat 5.4)

Service Level Outcomes – challenges and actions to support

4.6 Three actions aimed at Increasing Service Efficiency have yet to progress due to software issues. Introducing e-billing for Non-Domestic Rates and online sign up for Council Tax direct debit has stalled, whilst work to investigate workflow for accountancy processes dependent on ICT availability, the service continues to liaise with suppliers and ICT to resolve. (Actions FIN22-23 Strat 5.6c, 5.6d and 5.6e)

4.7 A review of Budget Manager training material is progressing outwith the original due date due to competing work priorities. Work to finalise this will continue in quarter 3 with a view to finalising before the year end. (Action FIN22-23 Strat 5.7b)

4.8 As at September, £315k spend has been identified and committed to participatory budgeting, 15.9% of the indicative 1% overall council budget. A briefing session was delivered to elected members in April 2022, another to the Head Teachers Forum with follow up sessions with a number of schools and discussions ongoing with officers regarding potential exercises covering Housing Revenue Account, Active Travel and Roads. The 1% target will not be achieved in 2022/23. (PI FS214) Capacity challenges across the Council are impacting on the ability to engage effectively with services and this is an issue experienced by many local authorities in Scotland.

4.9 Unfortunately, a number of quarter 2 performance indicator results were not available within committee reporting timescales, therefore comment relates to quarter 1 results. (PIs FICT125, FS017, 17a, 20, 123, ERDP.FIN1, 2, 3)

Recovery and Renewal - successes

4.10 Nothing to report.

Recovery and Renewal – challenges and actions to support

4.11 The average time to pay supplier relief claims, at 29 days exceeded the target of 21 days in the period to June 2022 due to the majority of applications requiring further information or additional verification. Going forward the target will be extended to 30 days to reflect processing requirements. (Action FIN22-23 Recovery 6.1)

5 SERVICE PERFORMANCE

5.1 In line with Performance Management Framework, operational performance is monitored quarterly by departmental management. Areas performing well and/or areas subject to a decreasing trend or where benchmarking results show performance below comparators will be reported to this Committee for member scrutiny.

5.2 Following approval of the Service Plan by Committee, a review of performance indicators has been undertaken and amendments made to align indicators with service outcomes.

5.3 The narrative included is by exception, links to Service Performance Indicators can be accessed within the Background Papers section of this report.

5.4 At a meeting of this committee on 14 June 2022, it was agreed non-payments of rents should be included within future Financial Services performance reports (para 12 of the Minute refers). It has since been confirmed the data requested is reported to the Housing and Community Safety Committee as part of Housing and Property Services performance reports (PIs H5.3, H5.3a and H5.5 refer) and this committee is best placed to provide scrutiny of performance in this area as all relevant officers are in attendance.
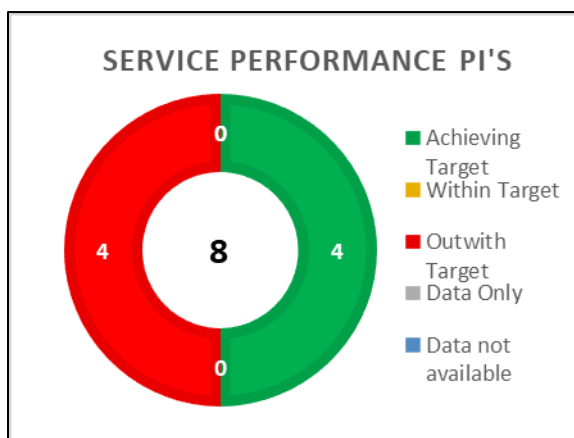
Operational Indicators – successes

5.5 Nothing to report as indicators are updated annually.

Operational Indicators – challenges and actions to support

5.6 Nothing to report as indicators are updated annually.

6 **OTHER PERFORMANCE RELATED DATA**

Complaints & MP/MSP Enquiries

6.1 In line with the Performance Management Framework, complaints are reviewed quarterly by departmental management in terms of time taken to respond, outcome and learning points. Detailed tables can be accessed within the Background Papers section of this report.

6.2 During the first half of 2022/23, Financial Services received 12 complaints and 10 were closed; 9 (90%) as frontline and 1 (10%) as investigative. Five frontline complaints (55%) were dealt with within the target timescale of 5 working days and the investigative complaint, closed at day 21 took one day longer than target to provide a full response.

6.3 Of all complaints closed, only 1 frontline complaint was upheld after contact from a member of the public was found to have been missed. To address this, procedures relating to correspondence were updated.

6.4 In addition to complaints, 11 MP/MSP enquiries were received between April and September. Most related to queries around council tax with 10 (91%) dealt with within target timescales.

Other Performance (not included in the Service Plan)

6.5   Nothing to report.

Case Studies

6.6   Nothing to report.

Consultation and Engagement

6.7   The Procurement Team have engaged with local suppliers at two events over the summer period. "Food for Moray" at Elgin Town Hall involved both Catering and Procurement staff and aimed to encourage applications for contracts to supply fresh food to the council's schools and community centres. The team also supported the Supplier Development Programme (SDP) to deliver the first face to face "Meet the Buyer North" event since the pandemic. Held at UHI Moray in September, this event involved 18 organisations and attracted over 350 attendees. During the event, Moray Council was represented by three stalls; Corporate, Moray Growth Deal and Building and Maintenance contracts for tender.

7   SUMMARY OF IMPLICATIONS

     (a)   Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))
Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in both the Corporate Plan and the LOIP.

     (b)   Policy and Legal
The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

     (c)   Financial implications
None.

     (d)   Risk Implications
None.

     (e)   Staffing Implications
None.

     (f)   Property
None.

     (g)   Equalities/Socio Economic Impact
An Equality Impact Assessment is not needed because the report is to inform the Committee on performance.

(h) Climate Change and Biodiversity Impacts
None

(i) Consultations
The Head of Financial Services, Depute Chief Executive (Economy, Environment and Finance), Service Managers, Legal Services, the Equal Opportunities Officer, and the Committee Services Officer have been consulted with any comments received incorporated into this report.

8.   CONCLUSIONS

8.1   At September 2022, progress against the Financial Services Service Plan for 2022-23 was 36% with work ongoing where slippage has occurred.

Author of Report: Suzanne Wilson, Research and Information Officer
Background Papers: Service Plan Actions
                           Service Plan Performance Indicators
                           Service Performance Indicators
                           Complaints Monitoring Report
Ref: SPMAN-1293228629-761

REPORT TO: CORPORATE COMMITTEE ON 8 NOVEMBER 2022

SUBJECT: PERFORMANCE REPORT (GOVERNANCE, STRATEGY AND PERFORMANCE) – PERIOD TO SEPTEMBER 2022.

BY: DEPUTE CHIEF EXECUTIVE (EDUCATION, COMMUNITIES AND ORGANISATIONAL DEVELOPMENT)

1.   REASON FOR REPORT

1.1   To inform the Committee of the performance of the service for the period to 30 September 2022.

1.2   This report is submitted to Committee in terms of Section III (A) (4) of the Council's Scheme of Administration to monitor performance in accordance with the Council's Performance Management Framework.

2.   RECOMMENDATION

2.1   **It is recommended that Committee:**

   (i)   scrutinises performance in the areas of Service Planning, Service Performance and other related data to the end of September 2022;

   (ii)   notes the actions being taken to improve performance where required.

3.   BACKGROUND

3.1   The Moray Council, approved a revised Performance Management Framework for services on 7 August 2019 (para 5 of the minute refers) which provides for twice yearly reports to committee on service performance.

4.   SERVICE PLANNING

4.1   Each service plan sets out the planned strategic and service level priorities and outcomes it intends to deliver in the coming year aligning closely with financial planning, corporate and community planning partnership strategic priorities. This report provides an interim update on progress on the service plan through key outcomes and performance indicators.   Committee is invited

to review progress to secure assurance that is satisfactory and to provide scrutiny and further direction where performance requires attention.

4.2 The narrative included is by exception, links to Service Plan Actions and Performance Indicators can be accessed within the Background Papers section of this report.

SERVICE PLAN PRIORITIES	RAG
STRATEGIC LEVEL OBJECTIVES	40%
SERVICE LEVEL OBJECTIVES	47%
RECOVERY AND RENEWAL	N/A
OVERALL PLAN PROGRESS	44%

Comment
Service Plan - Annual progress is measured by milestone achievements, as at the end of the first half of 2022/23 the majority of actions have progressed as expected. Actions which are behind schedule are due to progress over the second half of the year.

Performance Indicators - no strategic indicators.

SERVICE PI'S

0

- Achieving Target
- Within Target
- Below Target
- Data Only
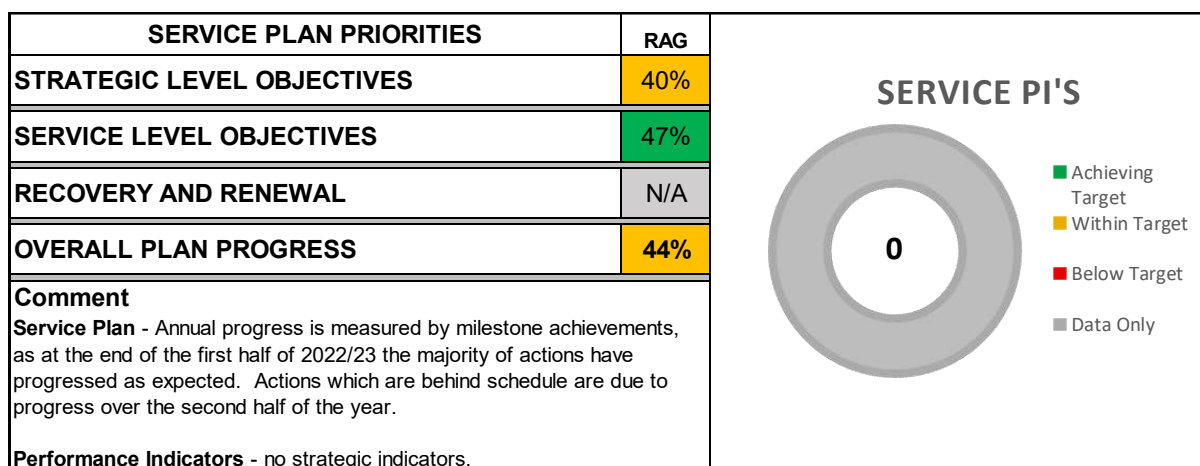
4.3 At the half year point of the 2022/23 service plan the majority of actions have progressed as scheduled, where progress has been delayed services have noted actions will be progressed over the second half of the reporting year. A number of services continue to deal with changes in their normal activities to meet the additional demands that have resulted from dealing with Covid-19 and cost of living crisis, particularly within the Benefits service.

Strategic Outcomes - successes

4.4 As part of the modernisation and improvement plan, service redesign of customer contact / face to face has been well progressed. The HQ Annexe area is now open for appointment only meetings and Information Hubs in libraries are being rolled out with revised staffing and Interchange information pages in place to support this. (GSP22-23.Strat-4.1)

Strategic Outcomes – challenges and actions to support

4.5 The final element of the Governance Review, agreed role of the Audit and Scrutiny committee, has been delayed, however a report is drafted and will go to the Full Council on the 7 December 2022. (GSP22-23.Strat-1.1)

4.6 Review of Money Advice Services to establish a sustainable funding model has been delayed as the Council await Scottish Government approval of the Moray Investment Plan under the Shared Prosperity Fund. Current EU structural funding runs out in March 2023 and a redesign of the service is required so that it can continue to provide a "universal" service to the rest of the people in Moray. (GSP22-23.Strat-6.1)

4.7 The Customer Services annual survey ran over a 4 week period and received 383 responses. The services that respondents made most contact with were Housing, Council Tax and Benefits which accounted for over 51% of responses. The level of service provided by the Contact Centre was extremely positive with over 90% satisfied or very satisfied, particularly in relation to the

professionalism of staff and their ability to understand and deal with the issue raised.

Though the responses were generally very positive there were also common areas highlighted that require further investigation, working closely with services to review online presence and how to promote the use of online services to those that have access and are able to self-serve:

- 60% of all customers did not look at online content before they called the Contact Centre
- 40% using the Council website before phoning or emailing did so because either the information was out of date, they did not understand the content, or were unable to complete online
- Limited ability to pay online
- Unable to book online

Any improvement actions arising with be incorporated into the Service Plan in order to monitor progress. (GSP22-23.Strat-4.2)

Service Level Outcomes - successes

4.8   The Hybrid system introduced for the committee meetings which enables members to access meetings remotely is now fully installed and in use for all council meetings. An updated virtual meetings protocol was approved at the meeting of Full Council on 29 June. Training 'on the job' will continue with support from Committee Service Officers. (GSP22-23.Serv-5.1-5.3)

4.9   Training of staff on the new Customer Complaints policy and process is progressing well. An e-learning module has been developed which is mandatory for staff to complete. The Council's Complaints Handling Procedure training presentation has been shared nationally as an example of good practice.   (GSP22-23.Serv-1.1)

Service Level Outcomes – challenges and actions to support

4.10   Progress with the development of Council Benefit e-form continues to be limited due to competing workload pressures. Initial discussions with ICT are ongoing. (GSP22-23.Serv-2.3)

4.11   The review of content and design of the Your Moray website has not been progressed as yet. A revisit of the existing data in order to update the content will be the initial work to be undertaken in autumn before reviewing the design of the site. (GPS22-23.Serv-1.4)

5.   **SERVICE PERFORMANCE**

5.1   In line with the Performance Management Framework, operational performance is reviewed quarterly by departmental management. Areas performing well and/or areas subject to a decreasing trend or where benchmarking results show performance significantly below comparators will be reported to this committee for member scrutiny.

5.2 The narrative included is by exception, links to Service Performance Indicators can be accessed within the Background Papers section of this report.
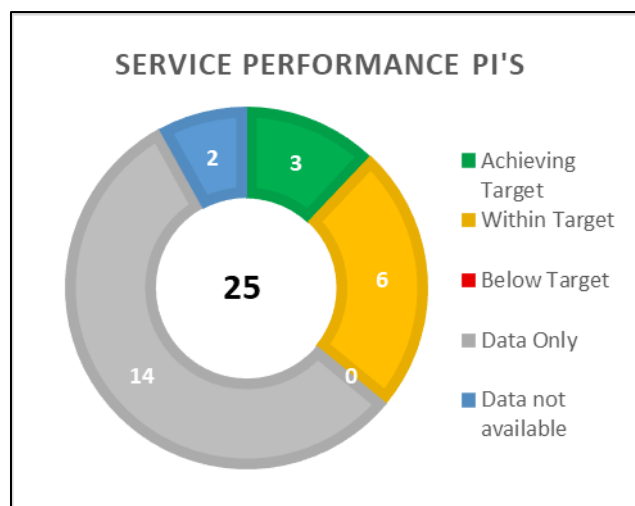
Operational Indicators - successes

5.3 Nothing to report as all indicators are performing within target thresholds.

Operational Indicators - challenges

5.4 Nothing to report as all indicators are performing within target thresholds.

6. **OTHER PERFORMANCE RELATED DATA**

Complaints & MP/MSP Enquiries

6.1 In line with the Performance Management Framework, complaints are reviewed quarterly by departmental management in terms of time taken to respond, outcome and learning points. Detailed tables can be accessed within the Background Papers section of this report.

6.2 A total of 13 complaints were received during the first half of 2022/23 with 14 complaints closed. Of those closed, all were resolved at Frontline stage. One complaint was upheld, two partially upheld and the remaining 11 were not upheld. Nine of the complaints were resolved within the 5 working day target timescale, with the overall average time taken to respond to all complaints being 5 days. Of the three complaints upheld / partially upheld, two related to process / procedures and the other against a staff member. All were acknowledged and reinforcement action taken.

6.3 Ten MP/MSP enquiries were received and closed during the first half of 2022/23. All enquiries were resolved.

6.4 Across the council, over the last three years the Council have dealt with 1,856 non-statutory MP/MSP enquiries, above the 1,792 statutory complaints received over a similar period, that are subject to the Model Complaints

Handling Procedure (MCHP). The following graph shows the volume of enquiries received each quarter since quarter 3 2019/20.
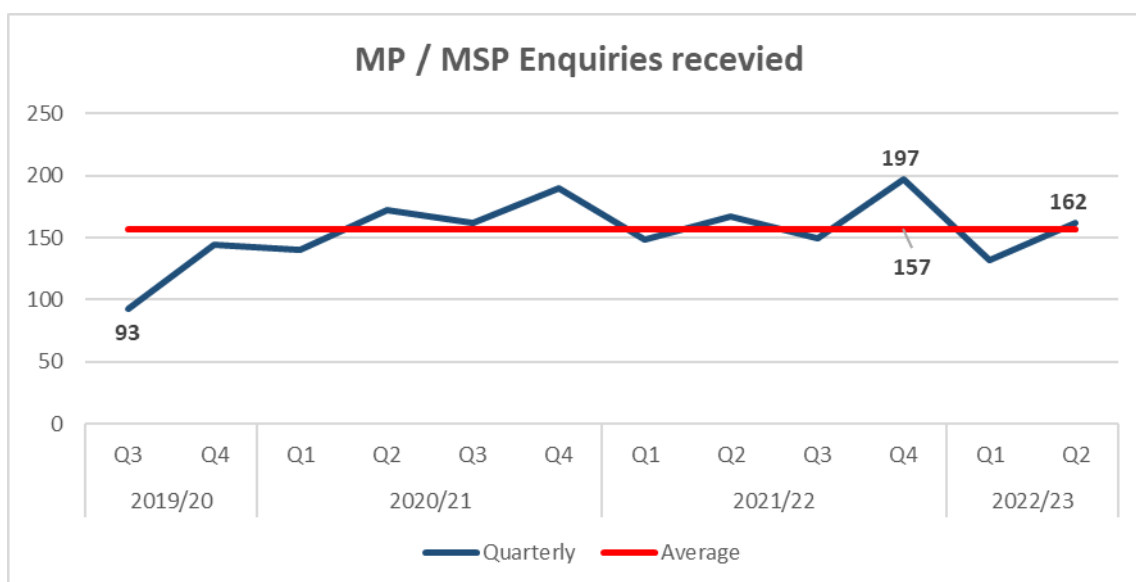
On average each quarter the Council receive 157 enquiries. Just over 90% of enquiries were directed to Economy, Environment and Finance. All enquiries follow a similar process to that of complaints in being formally logged and responded to.

Other Performance (not included within Service Plan)

6.5   Nothing to report.

Case Studies

6.6   Nothing to report.

Consultation and Engagement

6.7   Nothing to report.

7.   <u>**SUMMARY OF IMPLICATIONS**</u>

(a)   **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in both the Corporate Plan and the LOIP.

(b)   **Policy and Legal**

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

(c)   **Financial implications**

None.

(d)   Risk Implications

None.

(e)   Staffing Implications

None.

(f)   Property

None.

(g)   Equalities/Socio Economic Impact

An Equality Impact Assessment is not required as this report is to inform the Committee on performance.

(h)   Consultations

The Head of Legal and Democratic Services, Depute Chief Executive (Education, Communities and Organisational Development), Service Managers, Legal Services, the Equal Opportunities Officer, and Tracey Sutherland, Committee Services Officer have been consulted with any comments received incorporated into this report.

8.   CONCLUSION

8.1   **As at September 2022, overall progress against the service plan for 2022/23 was 40% complete. Actions subject to slippage will be progressed over the second half of 2022/23.**

Author of Report: Neil Stables, Research & Information Officer
Background Papers: Service Plan Actions
                         Service Performance Indicators
                         Service Complaints
Ref: SPMAN-2045703626-194

REPORT TO: CORPORATE COMMITTEE ON 08 NOVEMBER 2022

SUBJECT: PERFORMANCE REPORT (HUMAN RESOURCES,
             INFORMATION COMMUNICATIONS TECHNOLOGY AND
             ORGANISATIONAL DEVELOPMENT) – PERIOD TO SEPTEMBER
             2022

BY: DEPUTE CHIEF EXECUTIVE (EDUCATION, COMMUNITIES AND
             ORGANISATIONAL DEVELOPMENT)

1.   REASON FOR REPORT

1.1   To inform the Committee of the performance of the service for the period to 30 September 2022.

1.2   This report is submitted to Committee in terms of Section III (A) (4) of the Council's Scheme of Administration to monitor performance in accordance with the Council's Performance Management Framework.

2.   RECOMMENDATION

2.1   **It is recommended that Committee:**

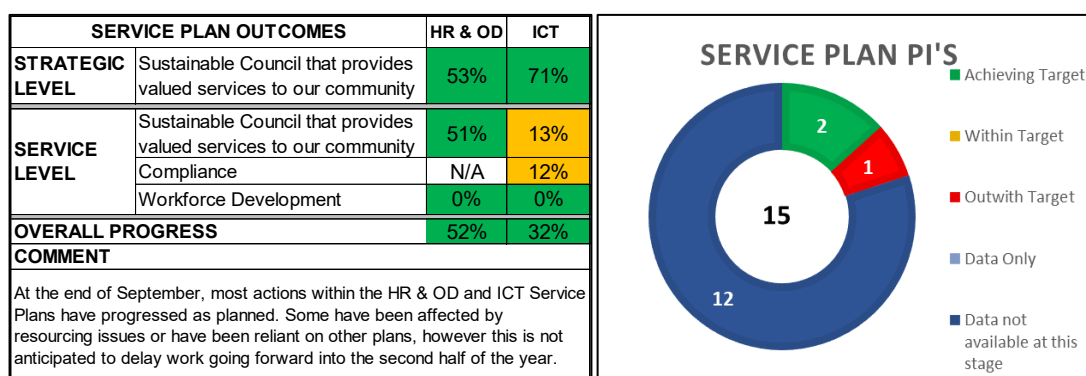   **(i)   scrutinises performance in the areas of Service Planning, Service Performance and other related data to the end of September 2022;**

   (ii)   notes the actions being taken to improve performance where required.

3.   BACKGROUND

3.1   On 7 August 2019, the Moray Council approved a revised Performance Management Framework for services (para 5 of the minute refers).

4. SERVICE PLANNING

4.1 Each service plan sets out the strategic and service level priorities and outcomes it intends to deliver in the coming year aligning closely with financial planning, corporate and community planning partnership strategic priorities. This report provides an interim update on progress on the service plan, key outcomes and performance indicators. Committee is invited to review progress to secure assurance that is satisfactory and to provide scrutiny and further direction where performance requires attention.

4.2 The narrative included is by exception, links to Service Plan Actions and Performance Indicators can be accessed within the Background Papers section of this report.

SERVICE PLAN OUTCOMES		HR & OD	ICT
STRATEGIC LEVEL	Sustainable Council that provides valued services to our community	53%	71%
SERVICE LEVEL	Sustainable Council that provides valued services to our community	51%	13%
	Compliance	N/A	12%
	Workforce Development	0%	0%
OVERALL PROGRESS		52%	32%
COMMENT			
At the end of September, most actions within the HR & OD and ICT Service Plans have progressed as planned. Some have been affected by resourcing issues or have been reliant on other plans, however this is not anticipated to delay work going forward into the second half of the year.			

SERVICE PLAN PI'S

- Achieving Target
- Within Target
- Outwith Target
- Data Only
- Data not available at this stage

Strategic Outcomes – successes

4.3 Work to develop a Communication Strategy and Plan is complete. Implementation is now ongoing as part of normal business. (Action HR&OD22-23 Strat 4.5)

Strategic Outcomes – challenges and actions to support

4.4 Nothing to report.

Service Level Outcomes – successes

4.5 During the first half of 2022/23, the number of working days lost due to industrial injury or accident fell to just 6, previous high numbers were linked to a particular case of long term absence that has ended. Fire Risk Assessments have progressed in line with the planned schedule and the joint inspection programme was finalised and about to commence. Lone working guidance and a review of risk assessment guidance and training has completed, ready for implementation. (HR&OD22-23 Serv-5.2, PI CS045)

Service Level Outcomes – challenges and actions to support

4.6   Violence and Aggression incidents reported continue to exceed target. In the half year to September, over 750 incidents were reported, the majority by Education, an increase of 10% on the same period last year. As previously reported there is ongoing work to ensure oversight of this situation and action to make improvements, including the ASN review, however, this is a long term area of work which will continue to be monitored (PI CS024b)

5.   **SERVICE PERFORMANCE**

5.1   In line with Performance Management Framework, operational performance is monitored quarterly by departmental management. Areas performing well and/or areas subject to a decreasing trend or where benchmarking results show performance below comparators will be reported to this Committee for member scrutiny.

5.2   Following approval of the Service Plan by Committee, a review of performance indicators has been undertaken and amendments made to align indicators with service outcomes.

5.3   The narrative included is by exception, links to Service Performance Indicators can be accessed within the Background Papers section of this report.
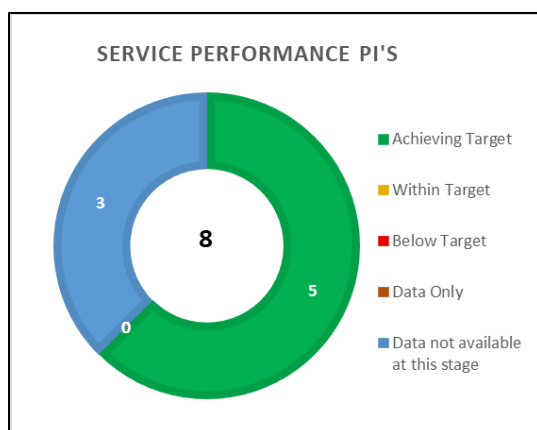
Operational Indicators – successes

5.4   In the quarter to September, 1,563 of the 1,584 ICT helpdesk calls received were resolved (98.67%) within target timescales; improving upon the previous quarter and the highest result since the indicator was introduced in 2012. Whilst a backlog of calls remains, work to reduce this will be a priority in the next quarter when appointments to four vacancies is complete. (PI CPS041)

Operational Indicators – challenges and actions to support

5.5   Nothing to report.

6. **OTHER PERFORMANCE RELATED DATA**

Complaints & MP/MSP Enquiries

6.1   In line with the Performance Management Framework, complaints are reviewed quarterly by departmental management in terms of time taken to respond, outcome and learning points. Detailed tables can be accessed within the Background Papers section of this report.

6.2   During the first half of 2022/23, HR, ICT and OD received two complaints; both were closed as investigative, one being upheld.

6.3   The upheld complaint did not meet the response target timescale of 20 working days and in response a thorough review of procedures undertaken to avoid a reoccurrence.

6.4   In addition to complaints, one MP/MSP enquiry was received between April and September regarding issues around employment status. This was dealt with within target timescales.

Other Performance (not included in the Service Plan)

6.5   In September, Moray Council was formally recognised as a Living Wage employer. Although employees have been paid above the living wage since 2012, achieving accreditation is a significant milestone and demonstrates the ongoing commitment to supporting employees.

6.6   The PC and laptop refresh is now complete for all primary and some secondary schools. Good progress has also been made on the upgrade of the People's Network equipment in Libraries and Information Hubs.

Case Studies

6.7   Pilots for workload management toolkits are underway with work progressing with Education to extend these to schools. These initial pilots will be evaluated in quarter 3 and reported on in quarter 4.

Consultation and Engagement

6.8   Employee Engagement activity has been reinstated. A Back to the Floor visit to the Care at Home Team took place in July by the Moray Health and Social Care Chief Officer. Two question time session pilots have been held, Service Learning visits made by the Chief Executive, including to the Care At Home Team and by the Depute Chief Executive (Economy, Environment and Finance) to the Employability Team.

6.9   Monthly Manager Forums are now in place providing Managers with the opportunity to seek advice and support on a variety of issues. Led by those attending, topics so far have included promoting mental health and wellbeing, motivating staff remotely, approaches to performance management and engaging with customers.

7   SUMMARY OF IMPLICATIONS

(a)   Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in both the Corporate Plan and the LOIP.

(b)   Policy and Legal

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate.

(c)   Financial implications

None.

(d)   Risk Implications

None.

(e)   Staffing Implications

None.

(f)   Property

None.

(g)   Equalities/Socio Economic Impact

An Equality Impact Assessment is not needed because the report is to inform the Committee on performance.

(h)   Climate Change and Biodiversity Impacts

None

(i)   Consultations

The Head of HR, ICT & Organisational Development, Depute Chief Executive (Education, Communities & OD), Service Managers, Legal Services, the Equal Opportunities Officer, and the Committee Services Officer have been consulted with any comments received incorporated into this report.

8.   CONCLUSIONS

8.1   At the end of September 2022, progress of the HR & OD and ICT Service Plans are 52% and 32% complete respectively with most actions progressing as planned.

Author of Report:	Suzanne Wilson, Research and Information Officer
Background Papers:	Service Plan Actions
	Service Plan Performance Indicators
	Service Performance Indicators
	Complaints Monitoring Report
Ref:	SPMAN-1656699058-95