



Moray Council

Draft Corporate Plan Engagement Event

26th November 2019

Summary Report

List of attendees

ATTENDING OFFICERS	DEPARTMENT
Roddy Burns	Chief Executive
Denise Whitworth	Depute Chief Executive – Education, Communities and Organisational Development
Rhona Gunn	Depute Chief Executive – Economy, Environment & Finance
Pam Dudek	Chief Officer Integrated Joint Board
Jim Grant	Head of Economic Growth & Development
Vivienne Cross	Head of Education – Chief Education Officer
Joyce Johnstone	Head of Children’s Services
Richard Anderson	Transformation Officer
Graeme Davidson	Acting Head of Housing and Property Services
Ian Todd	Community Support Unit Manager
Gillian Bailey	Community Support Officer
Jill Sowden	Community Support Officer
Dawn Brodie	Community Support Officer
Sylvia Jamieson	Community Support Officer
Tracey Rae	Community Support Officer
Barry Weiland Jarvis	Community Support Officer
Jane Martin	Community Council Liaison Officer

The evening began with an information reception which abled attendees to view information on specific services from the Draft Corporate Plan. The Corporate Management Team and Heads of Service were on hand to engage with attendees and answer any questions or provide any further information requested.

OUR PEOPLE, OUR PLACE, OUR FUTURE

Roddy Burns welcomed those present and introduced the Draft Corporate Plan before introducing Depute Chief Executive Denise Whitworth. Denise gave an overview of the Draft Corporate Plan and introduced the context setting exercise – **Moray Council Journey so far.**



Heads of Service gave 3 minute briefings to those in attendance. The briefings focussed on their services and the issues and challenges in the corporate plan that relate to their particular services.



This session was followed by the icebreaker entitled **OUR FUTURE**. Attendees were asked to choose 3 words from a list of words taken from the Draft Corporate Plan and were also able to choose words of their own. The attendees “Vision for Moray in 5 years” results were revealed as:

Thriving
Forward-Thinking
Sustainable

Steps To Change - OUR PEOPLE, OUR PLACE, OUR FUTURE



Facilitated discussions took place in associated school groups from across Moray. Each table discussed two topics, with topic one being discussed at all 7 tables and entitled:

“Develop locality engagement ideas so that future solutions are influenced by the experiences of local people”

ASG	What can our communities do?	What needs to change?
COMMON THEMES	Across the board, communities are involved albeit community representatives as opposed to the wider community.	How we engage and communicate with the public as a council Sharing information and encouraging feedback Supporting community organisations to be more proactive in communicating with their communities.
Laich	Surveys, e.g. Burghead Fuel Poverty survey. Community Board in Co-op; manned perhaps quarterly (Lossiemouth). Community Council lead by example. Encouraging new people to come on board. Attend pop up cafes.	Can Officers respond in good time to community enquiries, even though it is a holding response so they have an answer? Staged responses like tenants. Treat customers with respect, training in communications for staff More sessions like this so Community Councils can inform wider community. Key messages with information to be made available to community; Community Councils etc. can use this to get messages across to wider community.

ASG	What can our communities do?	What needs to change?
Milne's	Senior council officers come out to communities per ASG area to give relevant talks Can't find solutions if we don't know problem / issues	Council website; who is who, communities don't know
Forres		2-way conversation, communication is biggest problem, need to communicate back to people; what was the result? Community Councils, more power 3rd sector community organisations regarding Corporate Plan Use social media more Councillors Open door and somebody to discuss issues with Officers attend community meetings more, more meetings like this. Empower officers to make decisions, engage and power
Elgin	More involved Participatory Budgeting More involved in grass cutting More awareness of opportunities for Community Asset Transfer / long term leases of public toilets / open spaces Beautification of civic spaces; floral displays ECC looking at a Elgin Development Trust, support from community for form. Promoting Strategic Partnership Improvement Community (Elgin SPICE) Support and get involved with Elgin Community Council through promotion Look at planning regulations, encourage people to live in town centre	
Speyside	Build stronger community organisations in the area	Elected members need to listen, communicate and consult

Keith	<p>Participatory budgeting; people need to participate.</p> <p>Create a culture of do it yourself (entrepreneurship).</p> <p>Public choice</p> <p>Create start up culture hub (HIE, BG), opportunities for young people.</p>	<p>Improve transport and links to other communities</p> <p>Council come out to communities, "People need to trust the council" and vice versa</p> <p>Inform public on participatory budgeting</p> <p>Engage community councils and community councils engage their communities</p> <p>Use local services; libraries / supermarkets / pubs – go to where the people are!</p> <p>Use iPads; face to face, mixed with internet accessible information</p>
Buckie	<p>Use your Community Councils and Area Forums</p> <p>Local newsletters/newspapers/ Spotlight; local publications</p> <p>Talk to Community Council; face to face or via Facebook page</p>	<p>Mechanism where groups exchange information noticeboards</p> <p>Public surgeries</p>



A further topic was discussed by each individual table again in associated school group areas and is summarised below:

ASG AREA Keith	HOW CAN COUNCIL/PUBLIC/PARTNERS WORK TOGETHER TO DELIVER SERVICES	WHAT NEEDS TO CHANGE?
<i>Topic - Reviewing and transforming the learning environment</i>	<p>Encourage social skills, particularly during the school years</p> <p>Use Parent Councils (School Board) to engage parents</p> <p>Community Councils (democracy matters)</p> <p>Change how they gather views of wider social community.</p>	<p>Composite class; issues</p> <p>Take away the threat of closure for small rural schools</p> <p>Talk with communities in their communities</p> <p>Increase facilities in main ASG School (organically) to encourage more interaction from rural pupils – making transition easier.</p> <p>Invest in more buses for transporting children into main ASG areas, allow paying passengers for spare seats</p> <p>Upgrade the standard of road networks</p> <p>Change home learning culture; reading, writing, and enjoying literature</p> <p>Need to trust the council and vice versa</p> <p>Parents need to be engaged</p>
ASG AREA Buckie	HOW CAN COUNCIL/PUBLIC/PARTNERS WORK TOGETHER TO DELIVER SERVICES	WHAT NEEDS TO CHANGE?
<i>Topic - Closing the attainment gap between the most and</i>	<p>Breakfast clubs / parenting programmes, inclusive initiatives</p> <p>Develop facilities for young people and transport in order for pupils to attend</p>	<p>Extracurricular activities; support volunteers</p> <p>Cullen Sea School; accredited course, lack of school staff to support</p>

<i>least disadvantaged children</i>	<p>Locality planning</p> <p>Share skill set</p>	<p>Cut the red tape; SQA</p> <p>MOPs willing to share skills; schools put up barriers</p> <p>Teachers unable to live in Buckie due to lack of appropriate housing</p>
<p>ASG AREA Laich</p>	<p>HOW CAN COUNCIL/PUBLIC/PARTNERS WORK TOGETHER TO DELIVER SERVICES</p>	<p>WHAT NEEDS TO CHANGE?</p>
<p><i>Topic - Improvement in children and young people's health and well being</i></p>	<p>Use Criminal justice system in Community Support; communities-based activities</p> <p>Member of Lossie community council setting up a community base in GP surgery to - Build family support in Lossiemouth and support use of Foodbank, young families</p> <p>Work with community groups, e.g. faith-based groups, youth groups, sports groups to help support young people</p>	<p>Young people's survey carried out recently revealed a number of young people are unhappy especially teenage girls:</p> <p>Information to be fed to communities when ready</p>
<p>ASG AREA Milne's</p>	<p>HOW CAN COUNCIL/PUBLIC/PARTNERS WORK TOGETHER TO DELIVER SERVICES</p>	<p>WHAT NEEDS TO CHANGE?</p>
<p><i>Topic - Improve health and well-being for the people of Moray</i></p>	<p>Social prescribing</p> <p>Participatory Budgeting (Money for Moray);</p> <p>Community Hub</p>	<p>Invest in volunteers</p> <p>support needed long term</p> <p>Support to sustain clubs and groups</p> <p>not just 1-year budget but over a longer term (5 years), more needed</p> <p>outreach sessions by services and agencies</p> <p>Social isolation; supporting volunteers will help things to flow</p>

ASG AREA Forres	HOW CAN COUNCIL/PUBLIC/PARTNERS WORK TOGETHER TO DELIVER SERVICES	WHAT NEEDS TO CHANGE?
<p><i>Topic - Enable people to have greater opportunity to remain independent within their communities by working with partners to deliver appropriate housing, adaptations and technology enabled care options and assess and respond to the housing needs of older people, in partnership with IJB</i></p>	<p>Care Circle; Findhorn Foundation.</p> <p>Participatory budgeting process; people are a resource; bureaucracy is a barrier.</p> <p>Can tenants do more themselves?</p> <p>Befriending; pairing up with a volunteer, help them get to the shops etc.</p> <p>Smaller communities, maybe easier to know who, even just checking people are okay</p> <p>Can this (above) be repeated / formalised in towns i.e. buddy systems? Housebound / mobility issues, people to go in</p> <p>Estimated 173K of council budget is sheltered housing</p> <p>Climate change subject to build resilience in communities.</p>	<p>Could do locality-based staff, repairs/social care all under one roof</p> <p>Look at areas regarding how the facility can be resourced, should it be somewhere else that is better resourced</p> <p>Intergenerational co/housing, not good to have all one age group together – design is important</p> <p>Inclusivity – day room / centre within flatted accommodation but also out within communities</p>
ASG AREA Elgin	HOW CAN COUNCIL/PUBLIC/PARTNERS WORK TOGETHER TO DELIVER SERVICES	WHAT NEEDS TO CHANGE?
<p><i>Topic - Progress the Moray Skills Investment Plan and develop a collaborative approach to employability</i></p>	<p>Take advantage of growth deal opportunities</p>	<p>College courses that reflect market demand</p> <p>Look at paramedics entry level courses amongst others</p> <p>Business sponsorship for courses</p> <p>Better sharing of business needs</p> <p>Rise of automation is a threat</p> <p>Ensuring secondary education supports economic growth and is up to date with future technology</p>

		<p>Threat of decline of skills i.e. baker / butcher, making jobs more attractive i.e. caring</p> <p>Do we do enough to retain / re-skill / redeploy (i.e. Moray Council Transform Programme)?</p> <p>Low carbon emitted; engineering</p>
ASG AREA Speyside	HOW CAN COUNCIL/PUBLIC/PARTNERS WORK TOGETHER TO DELIVER SERVICES	WHAT NEEDS TO CHANGE?
<i>Topic - Prepare a Climate Change Strategy and Action Plan</i>	<p>Work together on transport in Speyside</p> <p>Low carbon transport fund</p>	<p>Engage with wider community</p> <p>Support funding applications</p> <p>Transport and engineering</p>

Close – Roddy – what happens next:

Roddy thanked those present for attending and hoped they had found the event informative and thought provoking

Evaluation responses:

Did you find the Information Reception (display boards) provided enough information?	<p>Yes</p> <p>32</p>	<p>No</p> <p>7</p>	<p>Comments</p> <p>Comments ranged from clear, concise, easy to understand to more detail and time needed to study the information, however the majority felt that the information was well set out and easy to understand.</p>
Did you engage with any of the Heads of Service or Chief Executive Team?	<p>Yes</p> <p>40</p>	<p>No</p> <p>2</p>	<p>Comments</p> <p>The vast majority of respondents reported they had engaged with a Head of Service either at the table discussions or during the information reception. Comments</p>

			included: very helpful in explaining issues, informative, worthwhile approachable and helpful and we need to see more of them within our communities
Did the Scene Setting exercise provide you with an insight in how the council operates?	Yes 33	No 2	Comments Comments included: helpful, not enough, a lot of verbal content. The majority of comments received were positive with comments on acoustics being a problem.
Did you feel you had the opportunity to contribute to the Facilitated discussions	Yes 30	No 2	Comments The majority of feedback were positive and specifically about how they had enjoyed the discussion and that the facilitation was very good overall.
What would you have liked to have had done differently?	Comments Retire to different rooms and more time for the facilitated discussions, more time for speakers, need a whole day, hold preview events and take out to the wider community.		
Feel free to share any other thoughts or comments about this evening.	Comments Good taster but would appreciate a whole day session Would like to choose the second topic for discussions. Thanks for the opportunity Very lively discussions – I hope the feedback will be useful in formulating your vision! Well organised but the PowerPoint could have been used to support the scene setting speakers Hope that at least some of the aspirations become reality Thought provoking We need more of these events		
Overall the comments received were positive with a little room for improvement (mostly around venue and timing).			

