

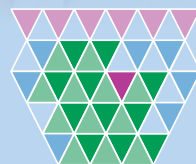
Connect

monthly

May
2016




moray's
ANGELS



the *moray* council

Inside story



Having just come back from a short break over Easter I am resisting the temptation to write a 'what I did in my holidays' piece. However...

... a relatively minor experience in France has warned me to one of the themes of this month's *Connect*: data protection. It's a dry subject by any measure – until, that is, some of your data gets used in the wrong way or falls into the wrong hands. It then becomes very interesting for the parties involved and potentially very expensive if the Information Commissioner levies a fine.

Whilst on leave I was browsing the BBC news site on my iPad, and seconds after I opened up the Scotland news page an advert flashed across the screen asking if I was an ex-pat in France and needed advice on finances.

Every time we use the internet to book a ticket or look at something we're interested in, companies and advertisers use this data to target us via social media and email accounts, which can be very annoying. I knew that the slightest response to that advert would have exposed me to all manner of unsolicited email, so naturally closed it. But in this high-tech and fast-moving world we are living in, this is legitimate use of data acquired by companies, and sometimes these targeted ads can even be of some interest.

The council's staff handle a large amount of personal data, and it's not just in our computer systems and

files at HQ. Front line staff handle clients' data all the time, including our fantastic army of carers that's the feature story this month. They have very personal details of their clients' needs and circumstances, and I know they deal with this material in a confidential and professional way. Local businesses that use our commercial waste services provide our frontline teams with details of their operation that can be commercially very sensitive. Again, this is held and handled very securely by us.

As part of our Digital Services Project you will have read about in last month's *Connect*, we are planning to use the data we hold more efficiently to benefit our customers. We want to create client accounts, so that every time we are contacted by them it won't be necessary for them to repeat everything they've already said to someone else in the council. This is the same type of system used by many large organisations today to track customers and offer a tailor-made service.

Creating these customer accounts will require great care and observance of data protection guidelines. It is an exciting development that I'm sure will be appreciated by the public we work for.

Roddy Burns
Chief Executive

Editorial

April showers will hopefully be bringing May flowers... and some more sunshine! If not, we have our own rays of sunshine in the form of the dedicated army of carers that look after members of our community – we visited with some of the care team in Rothes on a beautiful spring day to learn about what they do. Find out more on [page 3](#).

See how other council members are helping in the community, as members of the GMB union are assisting youngsters in Keith going on a life-changing trip to India – more on [page 12](#).

Finally, if the nice weather cooperates, make the most of spring at the Elgin BID Scottish Theme Day on Saturday 30 April. With pipe bands, a market, and activities on from 10:00 am to 4:30 pm in the town centre, it's sure to be a fun day out and a great way to start your bank holiday weekend. See you there!



Lyn McLachlan
Home Carer
17 years experience



Laura Allan
Home Carer
7 years experience



Margaret MacInnes
Home Carer
20+ years experience



Across Moray there are 430 carers – dedicated, professional, and passionate about helping people to remain independent in their own homes. Almost 10% of the council's workforce are carers, and they provide service to 10% of the population! So *Connect* took a trip to Rothes this month to find out what it's like to provide home care and what it means to receive it as a service user.

Margaret MacInnes has been a carer for over 20 years, working for Moray Council for the past nine. Initially interested in a career in nursing, balancing study and family meant that caring was a more flexible option.

She starts her day at 7:00 am and on the day *Connect* shadowed her, she had visited four clients by lunchtime. Assisting clients with a variety of tasks such as personal care, eg washing, dressing and medication, Margaret is a familiar sight in Rothes, traveling between clients on her trusty bicycle.

"You've got to care, to be a carer," she says. "We [carers and clients] get to know one another. You see clients all the time, so you know if they're not well. Continuity is important to monitor change and progress."

Helen Laing, in her 90th year, is one of Margaret's clients. They have been working together for eight years, and she agrees with the need for continuity. *"Having the same person all the time is very important for older people," she says. "I prefer somebody to come in that I know – you know what they're going to do and how they do it. I don't know what I'd do without Margaret!"*

***"You've got to care,
to be a carer"***

Margaret

Designed to help people remain at home and independent for as long as possible, home care is available from 7:00 am to 11:00 pm. Providing personal care and medication, carers may also assist with food preparation, domestic tasks, shopping, picking up medications, assist with the transition

from hospital to home, and provide specialist care such as PEG feeding, in which nutrients are delivered in liquid form directly into the stomach from a feeding tube. They can also provide palliative and end-of-life care.

An intensive three-week training programme is followed by two weeks of on-the-job training shadowing an experienced carer, and carers continue to receive updates as new treatments are introduced.

"I was once called out to assist a doctor with PEG feeding," says Margaret. "The nurse couldn't do it, the doctor couldn't do it, so they called me in because I knew how. We're kept up to date if there are new treatments." Offering greater career

continued over page ►

progression than ever before, there is the opportunity to achieve SVQ II and SVQ III qualifications, and advancement into team leadership roles.

Lyn McLachlan, who has been a carer for 17 years, agrees: *"We are professionals, not just carers. It's frustrating when there is still this perception that all we do is wipe bottoms. We're more like a nurse auxiliary; we do things like stoma care."*

"I know we're all angels, but they think we have wings!"

Laura

Margaret, who has seen the profession change during her 20 years of service, agrees: *"A lot of people still think of us as the 'home help,' the ones who do the Hoovering, preparing for the nurse to come – twenty years ago that was true, but not now. In many ways we do now what nurses did then."*

Laura Allan, a carer for seven years, adds: *"You're a counsellor, an unofficial nurse, a hairdresser, so many things – not 'just' a carer."*

Across the Moray Council, there are 21 care teams, with an average of ten carers per team – though there can be up to 20 depending on the area and the number of service users in it. In Speyside, two teams cover Rothes and Aberlour, with 20 carers and 50 service users, and there is a further team in Dufftown. The carers travel between clients, using their work-provided smart phones to 'tag' in and out when they arrive and leave their service users' homes. Providing care in a rural locations has its own challenges.

Although they are all issued with smartphones, reception is poor in the area, so if visits are rescheduled, the

lack of signal can affect their planning. Traffic is also an issue: *"If you get stuck behind a tractor going from one job to the next, you're going to be late!"* laughs Laura. *"I know we're all angels, but they think we have wings!"*

Winter weather can also be a problem in outlying areas and they have been known to shovel their way in to get to clients – it may not be part of their job, but demonstrates their commitment to ensuring the best service for their clients.

Margaret with service user Jessie Murray



"We are professionals, not just carers."

Lyn

At 95, service user Jessie Murray is the oldest living female Rothesian. *"It's the whisky!"* she says, laughing. Following a hospital stay two years ago, home care was suggested: Jessie's niece had seen Margaret cycling around town and approached her about it. Margaret and Jessie have been working together ever since.

Initially sceptical, Jessie is a convert: *"I think it's marvellous. It's nice knowing that you've got carers coming in. If you have a fall, they'll find you – it gives you much more confidence."*

Without carers, Jessie would not be able to take medication, so having carers means that she can stay in her own home. *"I couldn't do without*

my carers. You get to stay in your own home – that's the beauty of it." Lyn started caring at Spynie on a placement aged just 16. After a brief stint studying nursing at college, raising a family and working in an office, she came back to it. *"Office work wasn't for me, I was used to being out in the community. It's not like work to me."*

"A good carer is worth their weight in gold."

Helen, service user



Her sister Laura has been a carer for seven years. *"I never thought I'd be a carer, ever!"* she says. *"I travelled and then I did an HND in beauty therapy and worked in a salon – but one night I went to an information session on being a carer and that was it. I like the lone working, and going here and there."*

Although working primarily with older people, home care service users can be all ages. Some have illnesses, such as MS, and require long-term



Margaret is a distinctive sight in Rothies, making her visits by bicycle

“You can make a difference to people’s lives every day.”

Lyn

visitation, while others require very little care for a short period of time, for example ‘re-ablement’ to get used to life at home again after a hospital stay. The carers agreed that while you are not meant to get close to clients, working so personally with people on a daily basis means you can’t help getting to know them. *“I love their stories,”* says Laura. *“We worked with a 100-year-old man and the stories he could tell you! We went to his 100th birthday party.”*

“You couldn’t do without them.”

Helen, service user

When asked what makes a good carer, several qualities were agreed. *“You’re dealing with medications so you have to be responsible,”* says Laura.

“You need to be a good listener. If you haven’t got time to listen you should be doing something else!” adds Margaret. *“You need to have a caring attitude, and want to make a person feel good. Confidentiality is important too – especially in a small town! People will see you coming out of someone’s house and say, ‘oh, how is Mrs So-and-so today?’ But you can’t say anything.”*

Lyn agrees: *“You can make a difference to people’s lives every day.”*



Margaret with service user Helen Laing

The Connect Team would like to thank the Glen Grant distillery in Rothies, for their generosity in hosting our interview and photo shoot... and the delicious tea and scones.

The coffee shop and gardens are now open for the season – and free to access if you live in Rothies.

Thank you
GLENGRANT®



Skills Booster

Resilience e-Module on **CLIVE**

The alarm didn't go off. You can't find your car keys, you've spilled your coffee and the washing machine is making that weird noise again. Are you stressed? No, you're resilient!

Our days can be filled with the types of incidents that require a resilient response. It's something that we usually don't give a second thought to; we just cope as we go along.

Whether you realise it or not, resilience is a skill you already have – but how can you make the most of this in your working life?

We can help you build on your existing resilience skills. The council has developed a training module on its CLIVE e-learning website, aimed at all employees that want to be better equipped. This resilience module will help you develop ways to deal with difficult issues and situations when they arise.

You don't have to be at work to do the training either. You can access training 24/7 from your smartphone on the bus during your commute, on a tablet while waiting for the kids at footie practice, on your laptop or home computer during the ad breaks of your favourite TV show – the choice is yours! Best of all, you don't have to

complete a training session all in one go. The system will save your progress so you can pick up where you left off if you need to come back to it later on.

You can't prevent difficult things from happening, but you can work on developing skills to help you deal with them.

The resilience e-module has been developed to support the aims of the Workforce Culture Working Group. It will develop your personal skills in these areas:

- ✓ Assertive Communication
- ✓ Building strong relationships
- ✓ Time Management
- ✓ Managing Energy

Once you've done resilience, take a look at the other 'Essentials' modules on CLIVE and continue developing your expertise.



Get Started

To get started on CLIVE visit:
<http://council.learnprouk.com>

In the box captioned 'Email' enter the letters 'MC' followed by your employee reference number, which can be found on your pay slip (eg MC1234567.)

In the 'Password' field enter the word 'welcome' and you're ready to access all of the training that CLIVE has to offer!

Support

If you're having trouble logging in or would like a demonstration, the Employee Development team can offer assistance. Please contact them at employee.development@moray.gov.uk.



Most of us are familiar with Microsoft (MS) Office – Word, Excel and Power Point – either at home or in the workplace and have a good idea about what they can do. However we are probably not so familiar with Microsoft SharePoint software.

Unlike Word and Excel, SharePoint can be utilised in many different ways: for document management, Internet web sites, intranet, collaborative working sites and the automation of business processes. It is used by thousands of different organisations across the world. SharePoint's flexibility and broad use can make it difficult to explain what it is and what it does.

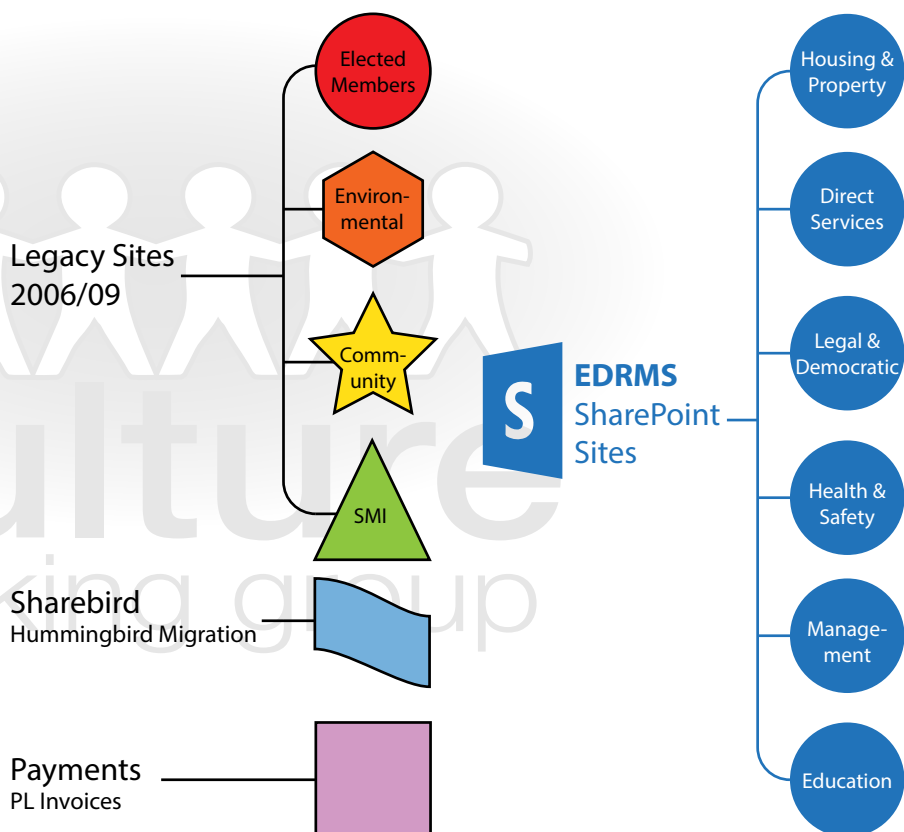
Some background information

The Council began using SharePoint early in 2006, principally to build collaborative sites, to provide areas for staff to work electronically together on shared documents and to share information easily across the Council and Services. Examples include the Senior Management Information (SMI) site and the Community Services site.

When SharePoint 2010 was purchased, it brought with it new features to facilitate documents and records management. A key feature for the Council was the automation of document retention/disposal, content types and unique document IDs.

SharePoint 2010 will provide the Council with an Electronic Document and Records Management System, often referred to as an EDRMS. An EDRMS enables staff to work with and share their documents electronically.

At present within the Council we have a mixture of old collaborative sites and newer EDRMS sites.



If you have any SharePoint queries please contact us at sharepointteam@moray.gov.uk.

Here are some good habits to adopt in terms of data protection:

- ✓ locking computers when you leave them (windows key + 'L')
- ✓ double check e-mail addresses, telephone numbers, postal addresses and suchlike, particularly when sending sensitive information.
- ✓ only use an encrypted, password protected USB memory stick
- ✓ ensure contact details are up to date on systems (eg Carefirst, Lagan)
- ✓ before having a sensitive conversation check your surroundings – eg phone conversations in the Annexe can be easily overheard
- ✓ verify who has a right to information – share only what is appropriate with the correct people
- ✓ if you have to take information with you out of the office, take only what you need.
- ✓ use watermarks/indicators when sharing reports, especially if it's with other organisations or individuals
- ✓ proof read and keep it professional. Remember that one day someone might request to see their information
- ✓ report any breaches as soon as they happen

Hot Topic 4 Information Assurance

The Data Protection Act of 1998 lays down rules about how personal information is handled by organisations, including the council. It also gives individuals rights of access to information held about them.

Data protection can be a complex and technical area, but using common sense and following the data protection principles should ensure that personal information is handled properly.

We all have a responsibility to:

- ✓ Tell people clearly why the information is needed for and take special care with sensitive information. Be open and fair with information.
- ✓ Ensure that information is used and disclosed only for the reasons it was collected.
- ✓ Keep only relevant information that is adequate, not excessive, for the purpose.
- ✓ Hold information only as long as is necessary for the purpose and ensure relevant details are kept up-to-date.
- ✓ Take appropriate security measures to prevent unauthorised or unlawful processing, disclosure, destruction, loss or alteration of information.

If we fail to adhere to these principles and we breach information, then there can be serious consequences. For example, if we gave out personal information, such as contact or bank details to unauthorised people, we would be breaching the DPA and potentially causing serious harm to those involved.

If there is a breach, however minor, please swiftly report this to your line manager and **Graham Jarvis**, who is the council's data protection officer, or records manager **Alison Morris**. Guidance is also available on our intranet.

The Information Commissioner's Office, which regulates the DPA, would be notified by **Graham Jarvis** if any breaches occur and can impose fines up to £500,000 for serious failings.

Be mindful and aware of the information you hold.

These pieces of information make up the lives of our friends and neighbours.

Let's look after it properly.

Pension Changes¹

The New State Pension and National Insurance Changes (LGPS & SPPA members)

You may be aware that changes to NI Contributions came into effect on 06 April 2016, and anyone this affects will have received an email or letter from Payroll. A summary is given here but for more information, financial examples and links to helpful website please visit the HR web page.

A new single tier, flat rate State Pension has been introduced for people who reach State Pension age on or after 06 April 2016. The new State Pension should help people better understand what they will get so that they can plan for their retirement. It will replace the existing basic and additional State Pension.

As a member you are currently 'contracted out' of the additional State Pension and therefore receive a rebate on your National Insurance (NI) contributions¹. This means that most members are currently paying a lower amount of National Insurance contributions. From 05 April 2016 you will no longer receive this National Insurance rebate which means you will start to pay a higher amount of National Insurance contributions.

It is important that as a member of the LGPS / SPPA you understand that if you are eligible for the new State Pension you might not receive the full amount. This is because you have paid a lower amount of National Insurance in previous years.

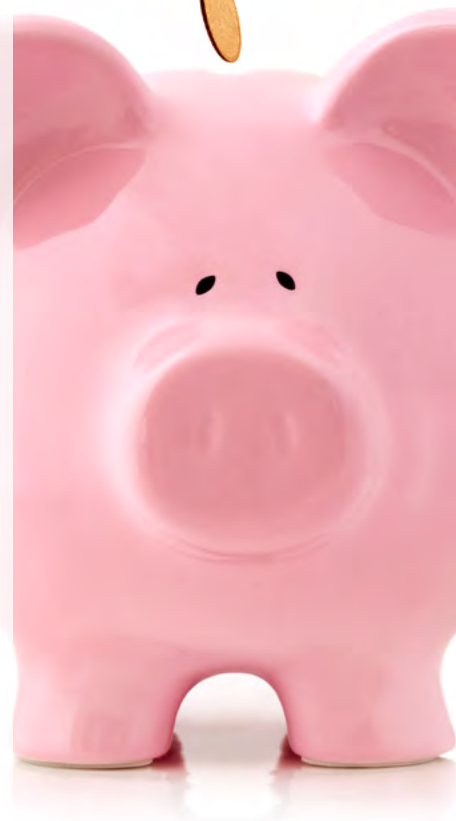
You will, of course, continue to be entitled to your benefits. These will continue to be a very important part of your income in retirement, providing an excellent range of benefits including benefits for your loved ones.

The increases in National Insurance contributions may be more than your pay award and you may find that your take home pay is less because of this.

If you find your pay is less than you expected please compare your April payslip to previous months, comparing your basic pay and National Insurance deductions to identify the differences. The increase in your basic pay may be less than the increase in your National Insurance deductions which will result in a reduction in your net pay.

As this change has affected over 3,000 employees, we would ask that you do this comparison before calling the payroll helpline as unfortunately we do not have the resources to do this comparison for you.

¹ Provided you are under State Pension Age, have earnings over £112 p.w. / £486 p.m. (2015/16 figures) and you are not paying the Married Woman's / Widow's Reduced Rate of National Insurance contributions.



HR Noticeboard

Launch of Bright Ideas!

We all talk about what we could do to make things more efficient at work or what changes we would make to save money if we were in charge. We also know that many of the best ideas within organisations come from the people doing the actual job. Now is your opportunity to speak up and share your thoughts. Our staff suggestion scheme **Bright Ideas!** will launch later this month giving you the opportunity to share your ideas and help shape the future of The Moray Council. All ideas are welcomed whether big or small, but

we are particularly interested in those which will result in service efficiencies or financial savings. It may be that you have your own idea or perhaps your whole team has an idea. Whatever it is we would love to hear it.

Suggestions should be put in writing using the suggestion form and submitting it to HR@moray.gov.uk. Paper copies will also been provided within depots for employees who do not have access to a PC.

Our payments team have received some comments from you that it would be better if hourly rates were included on payslips. Unfortunately our current HR/Payroll system does not allow for this function, however it has been included as one of the requirements for our new HR/Payroll system.

Whilst on the subject of payslips, it is important that you check it over - due to restrictions from HMRC, the Council can only correct your pay up until the point before it reaches your bank account. After this point payments are unable to recall or adjust any payments so any amendments would be made in the next pay.

A Positive Workplace

In surveys you have told us that it's not just what we do but how we do things, every day, with everyone at work and the effect that has on us all. How we treat each other and get treated, what we say and how we say it influences how well we are able to work and how good we feel about being here.

The council wants this to be a great place to work in and two new documents have been prepared to support this.

The first is to address problems when things go wrong. A revised **Bullying & Harassment Policy** is now available and can be used to report issues if you experience bullying. You might want to approach a trade union representative or call HR if you want help with this.

The second is **Working Together for a Positive Workplace**, a guide that explains about the workforce culture the council is trying to build. More

of an 'early intervention' option, it describes what you can do if improvements are needed on your workplace.

If you have any queries please contact HR by email on hr@moray.gov.uk or by telephone on 01343 563261.



Staff Conference 2016

It doesn't seem that long since last year's three employee conferences were held, but already we are busy working on this year's events.

However, before we get to our first one of the year, our corporate directors have asked you to get thinking about how we can deliver our services within the ongoing financial constraints. It's often front-line teams that can see a better way of doing a job, so if you have any ideas you'd like to share they want to hear them! They'll be discussed at the conference.

There will be interactive sessions, discussions and a chance to chat with colleagues and the senior management of the council – invites will be sent shortly. Don't be too disappointed if you don't receive an invite, as there will be other opportunities and ways to contribute throughout the year. In addition, if you're keen to attend but have had no invite, let HR know on hr@moray.gov.uk or by telephone on 01343 563261 and you can be put on the reserve list for late drop-outs.

Community Planning – your chance to speak

The Community Planning Partnership is a group of public and voluntary organisations that work together to plan and deliver better services, with the ambition of making a real difference to people's lives. The council is a key member.

What does this mean for you?

The partnership knows the importance of talking and listening to our communities, enabling them to influence the design and delivery of our services to them.

This is where you come in!

Not only are you part of one of the area's largest employers (you and your 4,500 colleagues across the council make up 10% of Moray's working population) but you are also a member of the community. You use our services, pay for them through your taxes, and more importantly have a unique insight into how they're delivered.

The partnership and the council need your views on the future of public services in Moray. We're about to undertake an unprecedented level of engagement with our communities: one for the partnership to get feedback on the future of public services in Moray, and one to gain feedback on the council's budgetary plans.

The first step is our invitation to you to complete a survey as a member of the public. It's here at www.surveymonkey.co.uk/r/MorayCPP-SixQuestions or pick up a copy from your local library or Access Point. Keep an eye open for 'Planning for Real' or community council events to give your feedback as a member of the community, not as a council staff member. This gives you greater freedom to express your views. Details of these events will be on the www.yourmoray.org.uk calendar from May.

Later in the year we will ask you to fill in a further survey to answer questions relating to the council's budget plans.

The May 'Team Talks' will focus on both community planning and the council's financial planning engagement exercises, so look out for them as they'll have more information.

In addition a new staff suggestion scheme will open. With your inside knowledge and experience of the council we hope you'll come up with some suggestions for efficiencies in their areas, so be creative! The results will be announced at the annual Employee Conferences in September.

A full list of the partnership members, our plans and priorities can be found on www.moray.gov.uk – look for the 10 year plan, *Moray 2026: a plan for the future*.





India2016

GMB@WORK

Ellidh Low, Rachel Carstairs, teacher Kelly Hannam, Caitlin Croft and Corey Clark

A generous donation from the GMB union is helping to send five students from Keith Grammar School on the trip of a lifetime this summer to work with under-privileged children in India.

The school's senior janitor, John Boardman, who is secretary of the union's Moray branch, made the application on the pupils' behalf after learning of their plans.

The £500 donation has been a huge boost to the group's fundraising for the two-week trip during which they will be based at a children's home in a rural area of Rajasthan.

The group – Corey Clark, Brooke Howie (both 17), and 16-year-olds Ellidh Low, Caitlin Croft and Rachel Carstairs – will be accompanied by depute rector Stewart McLauchlan and modern languages teacher Kelly Hannam.

The idea for the trip came from the students themselves and they have spent months fundraising by holding homebake sales, a ceilidh and raffles.

As well as helping local children with their schoolwork, helping them to improve their English and organising game and activities, the KGS group will also visit a centre for orphaned youngsters.

During free time they will take part in leisure activities and sight-seeing, including a visit to the Taj Mahal.

John said the union was delighted to be able to help the pupils:

"GMB Moray will always give consideration to supporting worthwhile projects which involve broadening the learning and life experiences of Moray's young people and we look forward to doing so in the future."

Laurence Findlay, the council's Director of Education & Social Care, said: *"These experiences offer*

students a remarkable opportunity and a fantastic insight into life and culture in another country.

"I am sure that the young people involved will learn and gain a huge amount from this experience and they will benefit hugely from the skills they will develop.

"As well as broadening their horizons and undertaking very useful work, the students will also have many memories which I am sure will last them a lifetime."

The India trip is being organised through Pod Charity, which helps disadvantaged communities in several countries by improving education, health and living conditions.



Life saving swimmers

Seven lifeguards at the council's swimming pools have been honoured by the Royal Life Saving Society.

They have been awarded certificates to mark their years of dedication as pool attendants and for their work in helping to train other members of staff in life-saving skills.

The Royal Life Saving Society is the UK's leading provider of education and training in water safety.

The seven recipients have more than 160 years' service between them.

Kathryn Reid and Hazel Wright, who are based at Buckie swimming pool and fitness centre, have 29 years' and 27 years' service respectively, while Moira Webster and Heather Chalmers, based at Keith, have 32 and 18 respectively.

Eileen Riddell and Karen Cheshire, who are based at Lossiemouth, have 27 and 18 years respectively, while Grant Gallagher, from Speyside, has 10.

The awards were handed over by the council's sport and leisure manager Ken Brown, no slouch himself with 33 years under his belt.

Dementia friendly



An innovative scheme in Moray has recognised a number of Council teams for their efforts to become more dementia-friendly.

Alzheimer Scotland and the Moray Health and Social Care Partnership have been working to give staff an understanding of dementia and the things they can do to make a difference to people with the condition.

The aim is to raise awareness and help transform attitudes about dementia and reduce stigma.

Wendy Menzies, Dementia Advisor for Alzheimer Scotland, says: "We know that people living with dementia want to continue to use local services but often encounter problems and simply lose confidence. Our sessions show staff how small changes can make a difference."

A 'Dementia Friends' session is a one-hour, informal talk and discussion about what it is like to live with dementia.

To find out more, or to book a place on the next local 'Dementia Friends' session contact Wendy Menzies, 01343 552080 or Wendy Johnston, Moray Council Community Care 01343 567142.

'Dementia friendly' status was recently awarded to three local businesses as well as:

- ✓ All Moray Libraries
- ✓ the Dial-A-Bus service
- ✓ Community Safety Officers and Community Wardens
- ✓ the Adult Community Care Commissioning Team; and
- ✓ the Moray Council Sport & Leisure team in Elgin and Forres.



An appeal has been made for staff to volunteer to manage rest centres set up to accommodate people displaced during emergency situations.

The council has had to respond to several emergencies over the years – primarily from flooding events – when rest centres have had to be hastily established for families evacuated from their homes.

Last year an appeal for volunteers to man the centres met with a good response among council staff, but retirements and departures have seen numbers dwindle. Emergency planning officer Donna McLean is appealing for volunteers in the hope that numbers can be replenished.

She has arranged training at the end of May for those willing to become involved.

"The flooding which hit Aberdeenshire and Aberdeen City over the last festive period saw large numbers of staff responding to the requests for help," said Donna.

"But subsequent debriefs highlighted a lack of training and awareness or processes and procedures.

"Experience has taught us here in Moray that it is impossible to predict when an emergency situation might arise so we need to be in a constant state of readiness, so it's important that those staff who volunteer to help are supported by proper training."

Donna added: *"While working in a rest centre is extremely challenging, it is also be very rewarding to be able to help people at a time when they need it most."*

More information of what volunteering as a rest centre manager involved is available from Donna on **01343 563865** or Jeanette Netherwood on **01343 563864**.



Glowing Report for Housing Support

Congratulations to colleagues in the Housing Support Service on their glowing report from the Care Inspectorate.

Having given only a week's notice, the Care Commission carried out an inspection in February. The inspectors spoke to service manager Carol Chambers, two other members of staff and five people who were using or had used the service.

The service provides support to people over the age of 16 who are homeless or sleeping rough, and at the time was supporting around 180 people.

The inspection report concluded: *"This service continues to provide a comprehensive housing support service to people at risk of homelessness in Moray.*

"There is a strong staff team who have a clear understanding of the purpose of the service. The manager has a commitment to quality and to checking the service provided continues to meet people's needs.

"People we spoke with who used the service were very positive about it and credited it with helping them make substantial changes in their lives."

It continued: *"This inspection showed that this service continued to provide a high quality of care to the people they were supporting."*

Everyone deserves a break



Switch off - Save energy

You expect me to work hard all day but still be turned on at night



Switch off - Save energy



By using resources more efficiently, Scottish organisations could save £2.9bn every year. Resource Efficient Scotland provides free advice and support to help organisations across Scotland save money on energy, water and raw materials. Growth that doesn't cost the earth.

www.resourceefficientscotland.com | 0808 808 2268 | @ResourceScot

A programme from




Carbon Connect

Often the cheapest and most effective way to control energy costs in any organisation is to encourage staff to switch off lights and other equipment when they are not in use.

The Energy Team have launched a new poster campaign to raise awareness and you may well have seen these appearing around the building where you work.

If you haven't seen them, then contact energy@moray.gov.uk and they will send someone round to wallpaper your office space for you!

The Energy Team

A little  makes a big difference

Leaving all the lights on overnight in a typical office wastes enough energy to make over 6,000 mugs of coffee



Switch off - Save energy

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Welcome Aboard!

April showers have brought us May flowers and new colleagues! We welcomed five fresh members of staff at the April Corporate Induction. Carol Sheridan, Senior Employee Development Manager in the Training team, who hosts the induction, says: *"It's nice to have a small group; it gives you the chance for a more informal chat."* The morning's induction provides an overview of the Council, its structure and how it works, and touches on HR, Health and Safety and environmental matters.

Meet our new colleagues:

Dianne Muir joined Social Work as a Support Worker, with a past that included working with Action for Children, and some time in Home Care.



Hilda Jappy joined the Library Service having had a career supporting adults with learning disabilities and before that with the DWP.



Sandra Philip joined the Accountancy team bringing years of experience from Johnston Carmichael, and before that R&R Urquhart in Forres.



Mirianna Seeto is from Fiji, arriving in Moray with her husband's posting. Still adjusting to the weather, she joined the Library Service to help her integrate with the local community.



Margaret Lloyd retired from the Forestry Commission but has joined the Library Service as a Relief Library & Information Assistant to keep active.



If you're a new or recent addition to the Council, or missed out on the induction when you arrived, log into **CLIVE** to sign up for the next ones on 31 May and 27 June.

First Mates

Congratulations to Darren and Laura Westmacott, who tied the knot on 19 March. Laura, Purchasing Administrator, and Darren, Committee Services Officer, had known each other before but it wasn't until Laura started working at the council too that romance blossomed. Best wishes!



Sounding Off

As usual, if you or someone you know is celebrating a special milestone or departing into the sunset, please drop us an email connectnews@moray.gov.uk and we can feature them in a future issue.