

**March/April
2016**

Connect

monthly

Let's talk about
WASTE

**Top Teachers
& Turf Cutting
at EHS**

**Meet the Digital
Team Connecting
Moray**



the **moray** council

Inside story



Many of you will have heard me say that, for me, one of the best things about joining CMT has been working together in the hub space with my team mates. Don't get me wrong – it brings its own issues! Laurence and I are neat freaks and so displaced chairs and messy papers ruin our office karma, whereas Mark is much more relaxed in his approach to workspace organisation. Chocolate biscuits bring us all together however.

Joking aside, the point is that although we often enjoy a laugh at one another's expense, we are comfortable together and can challenge and support each other equally well. That's something I regularly hear at the staff conference – that we come back to our jobs day after day because we enjoy working with our colleagues. And in a time of unprecedented cuts in public sector spending, we also know that we can achieve more as a team than we can individually. Many of our savings to date have been based on teams working more efficiently, so it's worth looking at what we are doing to support this as an organisation.

One of the biggest recent developments is the drafting of a new improvement model for the Council – the Moray Improvement Model. Effective teams need to be clear on their goals and the improvement model has been worked up over the past few months as a sort of route map, drawing together the various goals we all work to and showing what we want the Council to look like at the end of the process, all in a one page format. The finishing touches are still being added but the model will soon be launched across the Council and covered in *Connect*.

Process is another important aspect of good team work. I had a chance to learn about that at a recent learning visit to the Keith Roads Depot. While I was there I spoke to the teams involved in our annual road surface dressing programme. Although this lasts only six weeks, the process accounts for about £1 million of our budget in that period. The teams cover a wide range of tasks from assessing which roads need surface dressing, ordering the materials, preparing the roads for dressing, servicing the dressing plant and machinery, applying the dressing through to checking it is performing as expected. The net result of the great team work we have in this area is that, despite significant budget reductions, our roads are still in a much better state than elsewhere across Scotland. In fact, we exceed the Scottish average on all five national benchmarking indicators.

Being clear on what is expected of us and how we are performing is another key issue. Again, when visiting depots and speaking to staff I hear with depressing regularity that our employees are not receiving an annual appraisal – the Employee Review and Development Process or ERDP. This has to change and so in

Editorial

Spring is here and *Connect* is also going 'green' looking at sustainability. Check out how our colleagues at the Moycroft Waste Transfer Station save the council money and save the planet on page 6, plus we have the results of the Energy Team's Earth Hour Challenge – was your team one of our top three super savers?

In March we said goodbye to colleagues who, between them, had dedicated an amazing total of almost 100 years of working for the Council. Thank you for your dedication and contributions over the years, you will be sorely missed. Although tough acts to follow, we are welcoming the newest crop of colleagues – check out 'Welcome Aboard!'

Environmental Services, where one to one meetings are often impractical, arrangements are being put in place to allow for group ERDPs to be done, with an opportunity for one to ones where this is requested, and I will follow up personally to ensure that this is being done.

Underpinning all of this is good communication, and as readers of *Connect* I hope that you agree this is improving. As members of CMT we try to get out and about as much as possible but meantime our door in the Hub is always open, so please feel free to pop in, chat, share our biscuits and square a chair or two.

Rhona Gunn
Corporate Director (EDP&I)

Workforce Culture Group Survey

Thank you to those of you who took part in the recent Workforce Culture Survey. The survey asked new employees how they felt during their initial months of employment and how they would feel about creating groups or networks of new employees. Encouragingly, 25% of relevant employees took part with the following key findings:

- ✓ 69% found the information and support they received during their initial months of their new role very or fairly useful.
- ✓ 79% received a workplace tour and introduction.
- ✓ 54% felt that regular meetings with other new colleagues during their initial months of employment would be useful.
- ✓ 38% attended a Corporate Induction. You can book to attend the Corporate Induction via CLIVE: the next one is scheduled for 21st April.

Working Towards a More Positive Workplace

The group are now actively reviewing the induction process and looking at ways to support our new colleagues and settle into their new job quickly and smoothly. Some suggestions for improvement are already available or currently under development, which we would like to share with you:

you said...

Clear access to the corporate structure would make it easier for all staff not just new starts.

A map of HQ with room numbers.

The intranet is not friendly at all and I found it hard finding anything to do with HR, policies, etc.

we have!

Organisation charts are currently available on the internet...
Structure Chart

A map of the Headquarters and the Annexe is currently available on the intranet...
Maps

Separate projects are currently being undertaken to redesign the intranet and re-format the HR policies to make them more user friendly.

We would like to take this opportunity to thank you for your participation. The information gathered is invaluable and will benefit our new colleagues in the future.



Earth Hour Challenge Results

Carbon Connect

Site	Electricity Cost on Weds 09 March between 11 am and 12 noon	Electricity Cost on Weds 16 March between 11 am and 12 noon	Cost Saving
Buckie Swimming Pool	£6.60	£5.88	-£0.72
Forres Swimming Pool	£6.12	£6.48	+£0.36
Elgin Library	£8.40	£8.16	-£0.24
DLO Mosstodloch	£1.44	£3.24	+£1.80
Elgin HQ	£23.64	£22.32	-£1.32
Elgin HQ Annexe	£25.20	£24.60	-£0.60
Ashgrove Depot Offices	£7.80	£5.16	-£2.64
Elgin Community Centre	£11.64	£11.52	-£0.12
Buckie High School	£40.92	£39.60	-£1.32
Elgin Academy	£56.52	£56.40	-£0.12
Elgin High School	£46.32	£43.32	-£3.00
Forres Academy	£38.16	£38.64	+£0.48
Keith Grammar School	£34.08	£32.04	-£2.04
Lossiemouth HS	£42.36	£44.16	+£1.80
Milnes High School	£31.92	£33.00	+£1.08
Speyside HS	£25.92	£23.76	-£2.16
Lhanbryde Primary	£6.84	£5.64	-£1.20
Milnes Primary	£6.48	£4.92	-£1.56
Pilmuir Primary	£13.32	£9.96	-£3.36
Millbank Primary	£13.92	£9.96	-£3.96

You think switching off unnecessary electrical goods doesn't make a difference? Think again!

Earth Hour is an annual global event during which people switch off their lights for one hour to show how much they care for the future of our planet.

This year, the Council's Energy Team challenged us all to switch off unnecessary electrical items – like phone chargers and unused computer screens – at work for one hour on 16 March, both to celebrate Earth Hour

and to think about where we can make savings to help reduce running costs and increase sustainability as an organisation.

A super success, the 20 sites looked at in detail made an £18.84 cost reduction in our electricity consumption just in that one hour. That's equivalent to a 4% reduction (our annual target for all energy is 2% per annum) and if we kept it up over the whole year, it would save us £66,000 in our electricity bill. **Wow!**

Well done to our super savers at **Millbank Primary, Pilmuir Primary, and Elgin High School** – together, these energy experts netted us a savings of over £10 per hour. Great job! Thank you to everyone who took part in the Earth Hour Challenge – keep up the good work. A little 'switch' really does make a big difference!

The Energy Team

A little  makes a big difference



Energy Saving Selfies

Some of our staff really wanted to get behind Earth Hour, and sent us selfies of them saving energy in the office and / or had a photo opportunity with Heather the Earth Hour Panda.





On the Move Towards Zero Waste

There are changes afoot in the world of waste as the Council moves towards a 'zero waste' future. While producing zero waste might sound ambitious, saving money while saving the planet is all in a day's work for the team at the Moycroft Waste Transfer Station (WTS).

Connect took a tour with Recycling Assistant Donnie Mclean this month to see what's happening.

The Moycroft WTS is the central collection point in Elgin for household rubbish, recycling, and garden waste disposal. Have you ever wondered what happens to your recyclables once the lorry has taken them away? Bottles and cans arrive at the WTS before going to the Material Recovery Facility (MRF) in Lossiemouth, which has been open since May 2013.

A dedicated team there sorts through the recyclables, separating the plastic from the light steel and the aluminium. Once sorted these are sent to re-processors from whom the Council receives an income per tonne of materials – and unbelievable savings can be made just from recycling your unwanted waste. While plastic and steel don't have much of a resale value (aluminium cans do – £650 a

tonne!) the savings made from keeping them out of the landfill are huge. Moray Council saves £82 per tonne in landfill tax when it keeps waste out of landfill, and when you consider that nearly seven tonnes of plastic bottles, cans and aluminium foil and metal recyclable materials are collected and brought in to the depot for recycling every single morning, the figures soon add up. Recycling makes a saving of £574 per day, or £2,870 a week, £11,480 per month – which works out to a staggering £137,760 per year!



It's with these figures in mind that the team's frustration is tangible when they see products that could have been recycled – like plastic drinks bottles and food tins – come tumbling out of bin lorries alongside normal rubbish destined for landfill.

"If you look at it, just from here I can see loads of plastics and metals. That tells you that there are still people needing a bit of education," says Donnie Mclean. "Residents and businesses, have bins for the full range of dry recyclables so there's no real excuse for it anymore. But unfortunately, not everyone wants to recycle."

"We still get the odd person who says 'what's the point in all this? It all goes in the same hole anyway' but nothing could be further from the truth. Everything collected for recycling is reprocessed."



'This should have been in the recycling bin'

Copper wire from the cables of household electrical goods can be recycled. The team is also responsible for the uplift of large domestic appliances, so each fridge, oven, or freezer is brought in to the depot, then sent on to Perth to be taken apart so its plastic, metal and glass component parts can be recycled.



Donnie Mclean with the powerful organic waste shredder 'The Beast'



Glass recycling makes up a large part of operations

Paper and glass are the other well-known materials for recycling. As you might expect, the amount of cardboard waste that is collected doubles at Christmas time with all of the festive packaging, and the glass recycling area was full to overflowing after Christmas and Hogmanay! A massive 75 tonnes of glass is collected every week, which starts its lifecycle of reuse over again by heading down to Edinburgh for onward shipping to Portugal, where it is ground down to be reused as glass again or as aggregate.

The contents of your brown bin are equally valuable. Garden waste is processed through an industrial shredder called 'The Beast' due to its size and power. The shreds are subject to treatment in a specialised process undertaken by contractors in New Deer. Every tonne of this quality compost material that doesn't go to waste by ending up in the landfill adds up in savings.

With the current landfill site at Spey Bay near Dallachy scheduled to close in 2020, there is an urgent need to get everyone into the habit of recycling more. In 2013, a shocking 51% of materials sent to landfill could have been recycled! Placing the wrong materials in the wrong containers cost the Council over £3,000 per day that year, a total of £1.2 million in additional landfill tax fees – the same cost as 270 primary school places or 210 secondary school places per year.

The Waste (Scotland) Regulations 2012 Act has placed a ban on sending biodegradable waste to landfill by the end of 2020. This means that anything that can't be recycled (the contents of your green bin) will be banned from landfill after this date. Our landfill site at Nether Dallachy near Spey Bay will have to close.

To address this, the Council's Economic Development and Infrastructure Services (ED&I)

Committee has joined forces with Aberdeenshire and Aberdeen City Councils to build an Energy from Waste (EfW) facility in Aberdeen. This means that all non-recyclable waste will be transported there after 2020. Although there is a waste transfer station at Moycroft, it will be too small to handle the increased volumes of waste (estimated at an additional 8,000 tonnes per year) that will need to be transferred to the new facility in Aberdeen. Should councillors agree the proposal for a super depot, rolling all locations into one super depot could create an estimated £40,000 in efficiency savings. However this has to be considered against the huge savings the council has to make over the next year.

For more information on recycling, visit www.moray.gov.uk.



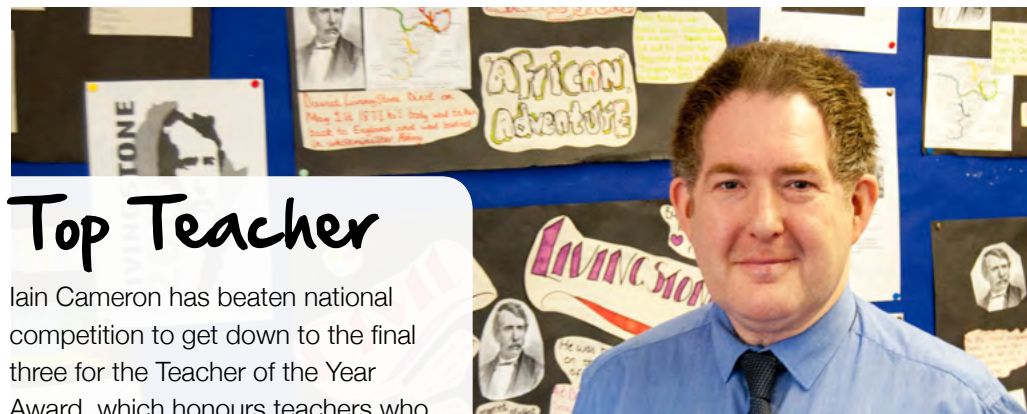
Head Teacher Andy Simpson & History Teacher Iain Cameron

Elgin High School (EHS) is celebrating two of its teachers who are shortlisted for the Scottish Education Awards. History teacher Iain Cameron is on the shortlist for Teacher of the Year and Head Teacher Andy Simpson is in the final three for the Lifetime Achievement Award. The awards recognise teachers who engage and inspire young people to fulfil their potential, and Iain and Andy are the first from EHS to be up for the gongs.

Top Teachers & Turf Cutting at EHS



Andy Simpson at the turf cutting of the new EHS



Top Teacher

Iain Cameron has beaten national competition to get down to the final three for the Teacher of the Year Award, which honours teachers who bring learning to life. Iain has been teaching since 1992 and joined the team at EHS in 2009. Teaching was always in the back of Iain's mind as his mother taught. Although he initially wanted to be a sports journalist, luckily for his students he went for teaching instead. *"When you see the young people have the same passion and enthusiasm for a subject as you it's so rewarding, especially so when some of them go on to university,"* he says.

Iain's favourite parts of the job are working with colleagues who are supportive, and the extracurricular travel opportunities to take young people abroad. He has taken EHS students on three trips to the World War 1 battlefields of France and Belgium. *"When we go abroad, the students have such a great*

experience, and they are such a credit to the school," Iain says. When he found out he was on the shortlist, Iain says he was *"taken aback! Just to be nominated was an honour."*

Iain's passion for history has inspired him to use innovative teaching methods, including live action role play in costume to bring history to life for his students. Working with the Holocaust Education Trust, Iain has taken EHS students to visit Auschwitz and has hosted Holocaust survivors as speakers at school assemblies to make history relevant to real life. Iain says, *"When I was at school, history was about reading from books and writing in jotters. We have moved on from that!"*



Head of the Class

Andy Simpson has been Head Teacher of Elgin High School since 2003, and his place on the shortlist for the Lifetime Achievement Award is a fitting tribute as he announced his upcoming retirement in October.

Andy originally planned on a career in social work but friends convinced him to become a teacher, though he also credits his father being a teacher as an influence. Starting as a Religious Education teacher in 1980, Andy taught the first class to take the subject as an O level certificate. "It was an exciting time," he says. "It was becoming more relevant and open as a subject." Career highlights include introducing a Moral Education CPD unit through Aberdeen and Dundee Colleges of Education and working with national bodies including the

SQA and Education Scotland. He was instrumental in the campaign for a new school building, and was there to see the ground broken this month.

Andy's favourite parts of the job are working with people and the school community as a whole. "The young people come in aged 11-12 and seeing them grow and develop into young adults is so rewarding," he says. When he found out that he had been nominated for the Lifetime Achievement Award, he felt: "in a word, 'chuffed!' I'm honoured. I've enjoyed my career, but I've never been in it for the nominations. To be recognised for something you've enjoyed doing is a privilege. It's never boring; you never know what each day will bring."

African Adventures

Andy was instrumental in setting up EHS' exchange programme with high schools in Africa. In 2007 he attended the *Connecting Classrooms* conference organised by the British Council, and it was there that he set up links with schools in Tanzania and Mukonchi High School in Zambia.

The students and teachers stay in each other's homes as part of their trip. Iain has hosted teachers from Zambia on three occasions and says "it's such an experience, a great way to learn about culture." This year the school will welcome a small group of pupils and teachers from Zambia, with

a return visit planned for next summer.

Representatives from Education Scotland will be visiting Iain and Andy at EHS in April to interview them, their colleagues and pupils as part of the final judging process. The winners of the Scottish Education Awards will be announced at a gala dinner ceremony in June. The pair embodies EHS's motto of 'Working Together for Success' and *Connect* wishes them the best of luck as they wait to find out the results. Stay tuned to our July issue to see how they get on! For more information visit: <http://www.scottisheducationawards.org.uk/>



Turf Cut for New EHS

After many years of debate and planning, the first sod was cut on the site for the new Elgin High School. The ceremony, carried out by pupils from local primary schools and Elgin High, heralded the start of construction that will see a new school ready by October 2017.

Head Teacher Andy Simpson said that the new building will match the student's aspirations.

"As a Head Teacher I am conscious that positive relationships and the quality of learning activities are amongst the most important features for the success of a school," he said.

"However, first class modern facilities and resources provide an environment which nurtures and encourages such success.

"I know I am speaking for all in the Elgin High School in expressing our delight that the prospect of the new building is now becoming a reality."

Work on the £28.8 million, 1,000 pupil school project to provide a new school and sports block will take 18 months to complete. Once the building is finished, the second phase of demolishing the old building and creating a 3G pitch, car park and landscaping, will start.

The project has been funded by Moray Council and the Scottish Government, and is designed to sustainably accommodate pupils from the new zoned catchment areas recently agreed by Councillors.



ON THE DIGITAL FRONTIER

In a time of extreme budget pressures, making the most of our resources in the most cost-effective way is imperative, and harnessing digital technology through Moray Connected allows us to do this. As well, it offers benefits to our customers such as 24/7 access, quicker resolutions to queries by getting specific information to services either directly or faster, and the speeding up of service delivery. Examples can be anything from reporting a pothole that needs fixing, requesting a repair to a council property, or a business looking to apply online to renew a licence – all of which can now be done online and, importantly for our users, outwith our traditional business hours. It's key to say that online doesn't just mean emails; as you can see from the project achievements (right) it's also about signposting people to information, designing e-forms and other creative online products.

The benefits to us of communicating through electronic means are vast and obvious: savings on staff time, stationery and postage are just some of these. Research backs this up, showing that the cost of face-to-face contact is 50 times that of online, while telephone contact costs 20 times more than online. As such, Moray Connected will encourage online communication as the quickest and simplest method of contact, but we still recognise the need for keeping face-to-face and telephone channels for some circumstances when online isn't best suited.

GET IN TOUCH

If you have any ideas on what services you'd like to see accessible through our website, then let us know! This could be from a householder perspective, or perhaps as a parent or guardian of a child at school, or maybe you've a business person in the house who could benefit from online services?

You can email the team on connected@moray.gov.uk or chat to us in person. You'll also find project updates on www.moray.gov.uk/connected, and we are working on bringing together project information on the intranet.



"Over the coming months and years, the Moray Connected development team will be engaging with residents and users to find out the strengths and weaknesses of our website, what they'd like to be able to do online on our site – and marrying these priorities alongside the ones that your service identifies as having large volumes and associated benefits. In doing so, we'll create customer-focussed online services that meet the wants and needs of you, us and the people of Moray."

Mark Palmer – Corporate Director (CS)



Michael is overseeing the implementation of the National myAccount Citizen Account, which will allow the public to register for, and securely access, online services.

Communications Officer Sharon reviews our website content and works with services to create a better online experience for our users.



Marc handles the development and maintenance of e-forms on both the present website and newly acquired cloud-based platform.

Stuart is a Senior ICT Officer who works directly with services, to design and create products used by both council staff and the public.



Graeme is responsible for Channel Shift. He oversees the transfer of services, from traditional channels to online, and monitors uptake.

Andy is Project Leader for Moray Connected. He coordinates the themes of the project and liaises between management and the development team.



Phil is responsible for managing the teams and ensuring effective allocation of resources to deliver the benefits of digital services.

Denise takes the lead in providing direction to the team and ensuring that the project matches expectations: online services with the citizen at the centre.



THE PROJECT TEAM

PROJECT ACHIEVEMENTS

Housing tenants and applicants can:

- ✓ View and pay rent online
- ✓ Set up a payment plan to clear arrears
- ✓ Fill out and submit e-forms online
- ✓ Receive and accept a housing offer online
- ✓ Access information in less 'clicks'

Legal and Democratic – licensing users can:

- ✓ Fill out licence applications for taxi driver and vehicles
- ✓ Fill out taxi booking office licence
- ✓ Receive automated text or emails with licence renewal dates
- ✓ Access information in less 'clicks'

Ongoing work:

- ✓ Working towards launching myAccount
- ✓ Public consultation to find out what YOU want to be able to do online - email us your ideas
- ✓ Promotion of Moray Connected and achievements

Revenues service users can:

- ✓ Find out how they can apply to the Scottish Welfare Fund
- ✓ Access information in less 'clicks'

Community Safety users can:

- ✓ Report antisocial behaviour online 24/7
- ✓ Access information in less 'clicks'

Coming soon:

- ✓ myAccount launch
- ✓ Find out what park is nearest you and what play equipment it has
- ✓ Request a disabled parking bay near your home
- ✓ Challenge an excess charge notice (parking fine) online 24/7
- ✓ Report a damaged bus shelter online 24/7

Welcome Aboard!

Spring has sprung, bringing with it blue skies, green grass, and a fresh crop of new colleagues joining our teams across the Council. At the March Corporate Induction we welcomed six colleagues. Carol Sheridan, Senior Employee Development Manager in the Training team, who hosts the induction, says: *"Induction is about learning about the whole Council. You join your section, but you also join the Council team as a whole, and it's about educating everyone about what we all do and what we're all about."*

Meet our new colleagues:

Chris Clare joined the team in Property Services in November. Prior to joining us, he worked for an architectural firm in Forres.



Gordon Chalmers has joined the team in Environmental Services from a fifteen-year career in the offshore industry.



Natalie Falconer has been part of Shared Lives for the past year, but she's been so busy that it's actually taken her five years to find time for her induction!



David Blackwood is part of the team in the ICT department, having joined us in October from Capgemini.



Two lovely ladies from the induction group snuck away before we could snap them: **Michelle Barr** is joining us on her HNC Student Placement with Housing and Property, and **Hannah Johnston** is adding to the team in Buckie as a Library & Information Assistant.

The morning's induction provided an overview of the Council, its structure and how it works, and touched on HR, Health and Safety and environmental matters. If you're a new or recent addition to the Council, or missed out on the induction when you arrived, log into the CLIVE system to sign up for the next ones on 21 April or 31 May.



First Mates

Claire Archibald has just celebrated 25 years with the Council, sharing a cake with her colleagues at the Ashgrove Depot to mark the milestone. Congratulations Claire!





Bon Voyage!

This month we bid farewell to a host of experienced colleagues, some of whom have found new opportunities and some who are looking forward to well-earned R&R on retirement.

Donna Skene, a Project Officer who has worked for the council for 24 years, is leaving us for a new role in the whisky industry – best of luck and *slàinte mhath!*

Bill Anderson, Energy Officer, has been with us since 2005 after a successful career in the RAF and is looking forward to early retirement to spend more time with his wife.

Bill Ross, Road Maintenance Manager, has also been with us for 11 years – although he is retiring, Bill will be busy taking on a wider role with the Rotary.

Ian Bruce, Environmental Protection Manager, is leaving us after over 40 years with the Council, having started out as a work study assistant in the Chief Executive's Department in 1976. Ian served in a variety of roles during his time with the council, from Client Services Officer to Environmental Protection Officer before taking over as Environmental Protection Manager.

Kathleen Hather, a social worker at Beechbrae with Moray Youth Justice (MYJ), has spent 12 years with the Council out of a career spanning 50 years within social work. Kathleen went to university in her 50th year, came to MYJ as her final placement, and never left! She is looking forward to a bit of DIY in her cottage by the sea and has plans to continue volunteering.



Together, the colleagues to whom we are bidding farewell this month have worked with us for 98 years – almost a century's worth of experience! To all of our valued colleagues that are leaving us for retirement or pastures new this month, thank you for your hard work and dedication. We wish you all the best!

Each month we will feature our new starts, colleagues who are leaving us, and special life events – new additions to the family, weddings, big birthdays or special anniversaries – so keep your news and photos coming in to: connectnews@moray.gov.uk.

~~Don't~~ ^{right to} ASK ~~Don't~~ ^{right to} TELL

Launched late in 2015, Scottish Government have introduced the **Disclosure Scheme for Domestic Abuse in Scotland (DSDAS)** which gives individuals the Right to Ask as to whether their partner has a history of domestic abuse.

It also provides the framework giving the Police a Right to Tell.

Who can apply to the scheme under 'Right to Ask'?

The DSDAS is modelled closely on the Keeping Children Safe process. Anyone who has concerns that their partner has an abusive past or anyone who has a concern that a partner may cause harm can make an application under the Right to Ask pathway of the DSDAS.

Right to Ask applications can also be made by third parties such as a parent, relative, neighbour or friend if they are concerned about the safety of someone they know.

However, a third party making an application would not normally be the person who receives the disclosure. They will only receive the disclosure if they were in the best position to protect someone from abuse.

Information will only be given to someone who is in a position to use the information to protect someone from the abuse.

Referrals into the scheme can be made in a number of ways, including:

- ✓ online through the Police Scotland website – Keep safe section
www.scotland.police.uk/contact-us/disclosure-scheme-for-domestic-abuse-scotland
- ✓ via 101
- ✓ at any Police office
- ✓ by direct approach to a Police Officer
- ✓ by a Police Officer dealing with a specific enquiry

Once a completed application is received, initial contact is made with the applicant by staff of the Domestic Abuse Investigation Unit (DAIU). This ascertains any immediate concerns or risk.

DAIU then arrange a face to face meeting with the applicant. This is an important part of the process and a safe location for the meeting and means of communication are agreed. The finer points of the scheme are discussed at this meeting, along with the reasons for and background to the application.

Full research on the applicant and potential perpetrator is conducted and results are received from partner agencies. From there, a decision is made whether to progress the application to a Decision Making Forum (DMF). This is a professionals' multi-agency meeting where a decision is made to disclose information or not.

If appropriate, a disclosure is then made to the applicant or person best placed to safeguard the person at risk. This is done in conjunction with Advocacy Services. Advocacy also assist if a decision is made not to disclose. Appropriate safety planning is implemented and discussed at the commencement of an application and is reviewed and continued until the process is complete.

If anyone requires further information or advice contact **Sgt Kev McPherson** based within the Community Safety Team Rm 223a or on Extn **3316**.



3

Moray Management Methods

People Management

People: their skills, capacity, and commitment are our key resource to delivering and improving council services. Good people management is essential in enabling people to be the best they can be at work.

At the Moray Council, we want all our managers to be great people managers whatever level of the organisation they operate in.

Employee Engagement

Managers are expected to create a positive workplace culture and lead employee engagement activity in their area.

This means being an advocate, a champion and promoting engagement to staff, actively encouraging their participation and creating opportunities in your team to speak to and involve your employees in work issues and leading by example.

Creating opportunities and confidence for people to contribute at a level that is comfortable for them could mean a team meeting, a telephone call or just making sure you respond to a query someone has raised.

It will always mean translating council priorities and objectives into a service related context where possible so that people are given the opportunity to think about and understanding what the priorities mean to, and for, them.

Workforce Planning

Good people management also means looking ahead at the demand for services and planning what resources are going to be needed to deliver them.

Workforce planning is undertaken annually at a corporate level and each service is required to prepare their own service plan containing a comprehensive workforce planning section.

This entails reviewing your service workforce data in key areas such as employee numbers, types of employee (e.g. full time, part time, permanent, temporary), absence, recruitment and turnover and thinking about how well this is going to fit the requirements you will need to deliver the service in the short, medium and longer term.

Review and Development

Regular appraisals are also a key ingredient of good people management. All managers are required to complete 100% of appraisals, either individual or group employee review and development process (ERDP) or professional review and development (PR&D). The recent survey showed less than 50% are completed across the Council. This is now being monitored by CMT and it is important that managers should ensure that the appraisal process is cascaded through their teams and, when required, have regular meetings in between annual appraisals.

In addition to all the above, good managers apply employment policies and procedures consistently and fairly whilst taking account of the differing circumstances for each situation that arises.

That doesn't have to mean exactly the same action or decision for everyone or a procedural application of strict rules, but it does mean applying judgement to each situation fairly, making use of our employment policies.

This can often be the trickier part of effective people management calling on the use of 'soft' skills, judgement and discretion.

We recognise that many of these less tangible aspects of people management skills are developed over a period of time 'on the job' and that support and guidance for managers is often required during the initial settling in period. Support is available from the policies and procedures on the intranet, via the HR Advice Line **01343 563261** or at hr@moray.gov.uk.

Customer Service Selfies

Our two favourite snaps from this month's selection. We couldn't decide which was the best so both Tim and Donna get a Thorntons Egg.



Donna Brown, Active Schools Coordinator at Milne's High School with some of her customers.



Tim Walters, event organiser, with girls from school football teams Elgin Aca, Elgin High, Forres Aca, Keith Grammar, Lossie High, Speyside High & Turriff Aca (74 players in total) and staff from Active Schools, PE Depts, Football Club & Scottish Football Assc reps and parents @ Moray Secondary Schools - Girls Football League Rd3 finale (GFL Unison Cup), Friday 18 Mar @ Keith Grammar.

Unison Cup Winners: Keith Grammar.

Team Working Selfies

next month

Next month we would love to see your team-working selfies... pictures of you with your team doing... whatever it is you do with your team!

As usual there will be a prize for the best one, but we have yet to find anything suitable down behind the *Connect* filing cabinet... chocolate of some form no doubt!

Social Media Savvy?

All the kids you know are on it. The news is full of 'who said what' on it. Some of your friends use it constantly, and it may be something you're getting used to outside of work.

But how do you get to use social media as part of your work?

The first questions you need to ask yourself are: would it improve my communication with customers, or would it help me in my work otherwise? This help could be something as simple as accessing training videos or other material from a national peer group or organisation that enhances your or the section's performance. After all, we all know of colleagues working in the public sector elsewhere who are grappling with the same or similar issues as we are, and often their learning points are shared via a social media platform.

So if the answer to either of those questions is 'yes,' then the next step is to discuss these with your line manager or supervisor. If he or she agrees then it's a simple case of filling out a form, sending it to Peter Jones, PPR and Communications Officer for approval, then it goes to ICT to make the changes needed to your settings.

That's the easy bit. Now, how do you get on it, what platforms should you use, do you contribute to the corporate platforms or just have a work account to give you access to the various social media options that are out there?

Many use social media just to find out what's going on, both in the outside world and in their interest groups. There's a lot we can all learn by just being aware of the decisions and actions taken by others in our field, and finding out about these has never been easier thanks to the web and social media.

People and organisations – including Moray Council – often use social media to drive traffic through their website just by incorporating a weblink with some text. You might be able to cut down the emails and phone calls by just doing that!

It's a good idea to discuss these points before starting the process.

There's some guidance on our intranet pages, and a whole load of material on the web about how best to use social media. The council's corporate communications team can also help you get set up and guide you.

Social media is just another method of communication for the council, and as such is governed by our Code of Conduct and Computer Use policy. It's nothing to be scared of, it just needs the same amount of care you would use with any other type of communication. Remember when email was first introduced here less than 20 years ago? Many feared they would lose control of what our teams were saying to the public and each other. It all settled after a period of adjustment and now none of us can imagine communication without it.

Employee Assistance Provision

From time to time, we may need a bit of extra support, guidance or advice – we may look to family, friends or colleagues for this but there may be times when someone independent or professional is preferred.

The Council can help with this via the Employee Assistance Provision provided by timefortalking which offers psychological, emotional and practical support. The provision includes:

- ✓ 24/7 free confidential helpline
- ✓ general advice and guidance
- ✓ psychological guidance and emotional support
- ✓ face to face counselling
- ✓ telephone counselling, and
- ✓ access to information and support through their website.



The key benefits of the EAP include:

- ✓ Confidentiality: No one at the council will know that you have called, unless you chose to disclose this.
- ✓ Completely Free of Charge: The service is paid for by the Council.
- ✓ Unlimited Access: you can access information as often as you need to.

The service can be accessed in a number of ways, which means that there is 24 hour provision and they can meet your need whether you need to speak with someone, or just wish to browse some information in the first instance.

You can access the service via telephone or via email through the website:

By telephone – If you wish to speak to someone phone **0800 970 3980**.

Online – The website can be accessed here – www.timefortalking.co.uk (click on the member's area heading, then on the Moray Council logo and enter the password elgin). Once in the member's area you have access to informative leaflets, details of helplines or contact a counsellor.

Immediate family members (over the age of 16) can also access the service.

Should you have enquiries about this service, please contact HR.

Ship Ahoy!

Moray Council is the only authority in Scotland with its own dredger, and soon the new ship will be clearing the country's harbours for those councils without one.

It will be undergoing sea trials soon, but meantime children from Buckie's Cluny Primary School had a pre-launch tour of the impressive ship.

The youngsters won the naming competition that was open to all schools in the area's coastal communities, but their winning name – *Selkie* – took the judges' fancy.

The council's old vessel, the *Shearwater*, was decommissioned a few years ago having come to the end of its useful life. The new ship – £2.5million, 250 tonnes and 90ft long – is nearing completion in Macduff Shipyards in Buckie.



Cycle2Work Scheme

You will have another chance to participate in the [Cycle2Work Scheme](#) and select a bicycle and safety accessories, taking advantage of the savings available from tax benefits, from Monday 18 April to Friday 13 June 2016.

During this period, if an employee* wants to opt into the scheme they should either:

Phone Halfords on [08450 778850](tel:08450 778850)

Log on to www.cycle2work.info and use the employer code: [MORAYCOUNCILC2W](#)

* conditions apply

What to do:

- i. have a look at the bicycles and safety accessories available at either the Halfords store, Elgin or online at www.halfords.com
- ii. decide how much you need to spend
- iii. complete the Halfords Hire Agreement either by phoning Halfords on the above number or logging on to www.cycle2work.info
- iv. print 2 copies of the Hire Agreement (this will be posted to you by Halfords if you apply on the telephone) and sign pages 2 and 6 on work premises (i.e. at your place of work) – this does not need to be co-signed by your line manager – this is done by Human Resources
- v. return the whole Hire Agreement to Project Team, Personnel Services, Headquarters, Elgin, IV30 1BX
- vi. after processing the Hire Agreement it will be countersigned by Human Resources and a copy sent back to you and a copy filed
- vii. Halfords will issue a Letter of Collection to your home address
- viii. once you receive your Letter of Collection go to Halfords and place your order

Halfords will bring their Roadshow to the Council Annexe the week beginning 18 April so look out for more information on that!