



## Chief Executive's Office

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29 April 2020

The Covid-19 pandemic has brought challenge and change that is unprecedented in most of our lifetimes and ways of living that many of us never imagined.

However, people in Moray can be very proud of their response. Whether it's those following the strict guidance on social distancing, the keyworkers who continue to provide vital services, or those in the community who have stepped up to support those in need at this time. It makes me immensely proud to be part of this friendly, caring community that looks out for each other; I would like to thank everyone who is involved in helping others in these difficult times.

Much has happened so quickly in response to the Covid-19 emergency. This has made it more difficult to keep our usual channels of communication open, so I thought it might be useful to provide some information on what has been put in place. It also gives me the opportunity to acknowledge the efforts from community organisations, volunteers and staff in our partner organisations.

### Partnership Working

To make sure our local communities, businesses and residents receive the vital support they need during the Covid-19 crisis, public sector organisations across Moray and the Grampian region have been working together, that's included Police, Fire, HIE, NHS, tsiMORAY etc. Together we have been drawing on our individual strengths, sharing knowledge, and expanding remits to support those in need.

A particular area of focus has been support for individuals and households impacted by the pandemic, and for the groups and organisations that have stepped up to help them.

### Regional Support

The Grampian COVID-19 Assistance Hub (GCAH) was established on 23 March 2020 – this is a single point of contact for members of the community covering Moray, Aberdeenshire and Aberdeen City. Through this, individuals and groups can register to volunteer and people can get advice and help. The support offered ranges



[www.mymoray.co.uk](http://www.mymoray.co.uk)

from priority online shopping slots and pharmacy deliveries for the vulnerable, to pairing up with local people who can help with a whole range of issues from food delivery to pet care. **The website address is [www.GCAH.org.uk](http://www.GCAH.org.uk) Tel. 0808 196 3384 (8am-8pm 7 days a week).**

At a national level we also now have a helpline number (0800 111 4000) to provide advice to those who are at higher risk from Coronavirus and do not have a support network at home. Anyone calling this number will be directed to the Grampian COVID-19 Assistance Hub so will still receive advice from someone local to the area.

### Local Response

A more local **Moray Community Resilience Team** (MCRT) has been set up to complement the work of the Grampian Assistance Hub. The MCRT includes staff from Moray Council, NHS, tsiMoray and volunteers from the wider Third Sector, all of whom have come together to deliver co-ordinated support to Moray community groups, including support for funding applications. The team is also a contact point for professionals across the public sector looking to access community support for households and individuals they are working with.

If you have any concerns, issues or support needs that you would like to raise please contact your local lead within the MCRT in the first instance.

### Financial Support

In addition to the MCRT there are a number of other local supports that are worth highlighting. The Benefits Service is available to support anyone who is in financial difficulty during this time – for money and benefit advice phone 0300 123 4563; for Scottish Welfare Fund (Crisis and Community Care Grants) phone 01343 56 3456. The tsiMoray website includes an up to date list of funding opportunities for community groups (<https://www.tsimoray.org.uk/covid-19-portal>).

Moray Council recognises this remarkably positive and practical community response, and as Chief Executive I would like to say a personal thank you to you all. Your efforts have made a big difference to our residents and communities. So, let me say again; we deeply appreciate all you are doing, and sincerely thank you for your contribution in these unprecedented times.

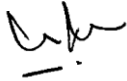
You will continue to be supported by Moray Council and our partners in the coming weeks.

Here are your local contacts:

|                    |  |
|--------------------|--|
| Elgin              | Barry Jarvis and Laura Cameron -<br><a href="mailto:barry.jarvis@moray.gov.uk">barry.jarvis@moray.gov.uk</a><br><a href="mailto:laura.cameron@moray.gov.uk">laura.cameron@moray.gov.uk</a>   |
| Forres/Lossiemouth | <b>Forres:</b> Sylvia Jamieson –<br><a href="mailto:sylvia.jamieson@moray.gov.uk">sylvia.jamieson@moray.gov.uk</a><br><br><b>Lossiemouth:</b> Carmen Gillies –<br><a href="mailto:carmen.gillies@moray.gov.uk">carmen.gillies@moray.gov.uk</a> |

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|----------------|--|
| Keith/Speyside | <b>Keith:</b> Jane Martin –<br>jane.martin@moray.gov.uk<br><br><b>Speyside:</b> Dawn Brodie –<br>dawn.brodie@moray.gov.uk  |
| Buckie/Milnes  | <b>Buckie:</b> Tracey Rae –<br>tracey.rae@moray.gov.uk<br><br><b>Milnes:</b> Karen Delaney –<br>karen.delaney@moray.gov.uk |

Yours sincerely



**Roddy Burns**

cc All Elected Members