

<https://moraycommunitybenefits.org.uk>

Moray Council Community Identified Benefits Portal

Community Groups User Guide

Background

- What is the purpose of the portal
- Key objectives

This guide covers:

How to use the portal

- Registering as a Community Group on the portal
- Submitting a request
- Receiving an offer
- Accepting or Rejecting an offer
- Introduction to key contacts
- Feedback on fulfilment and details of impact

This guide covers:

What is the purpose of the portal?

Moray Council has developed a new process for coordinating the delivery of community benefits.

This new process provides a platform for local community groups and third sector organisations to submit requests for support. Council suppliers will be directed to the new portal through the procurement process to view the selection of local requests available for them to deliver.

Background

Key objectives:

- Let communities directly express what support they need
- Create a structured way to match Council suppliers with requests for support from communities.
- Helps organisations understand how they can contribute positively to the local area in exchange for planning permissions or Moray Council contracts
- Provide a clear system to track and measure impact from the delivery of community requests.

Background

Registration

Visit <https://moraycommunitybenefits.org.uk>



Registering as a Community Group
on the portal

Checklist before you start:

Navigate to our page for 'Community Groups' and read our FAQs to check guidance on eligibility and formal documentation required



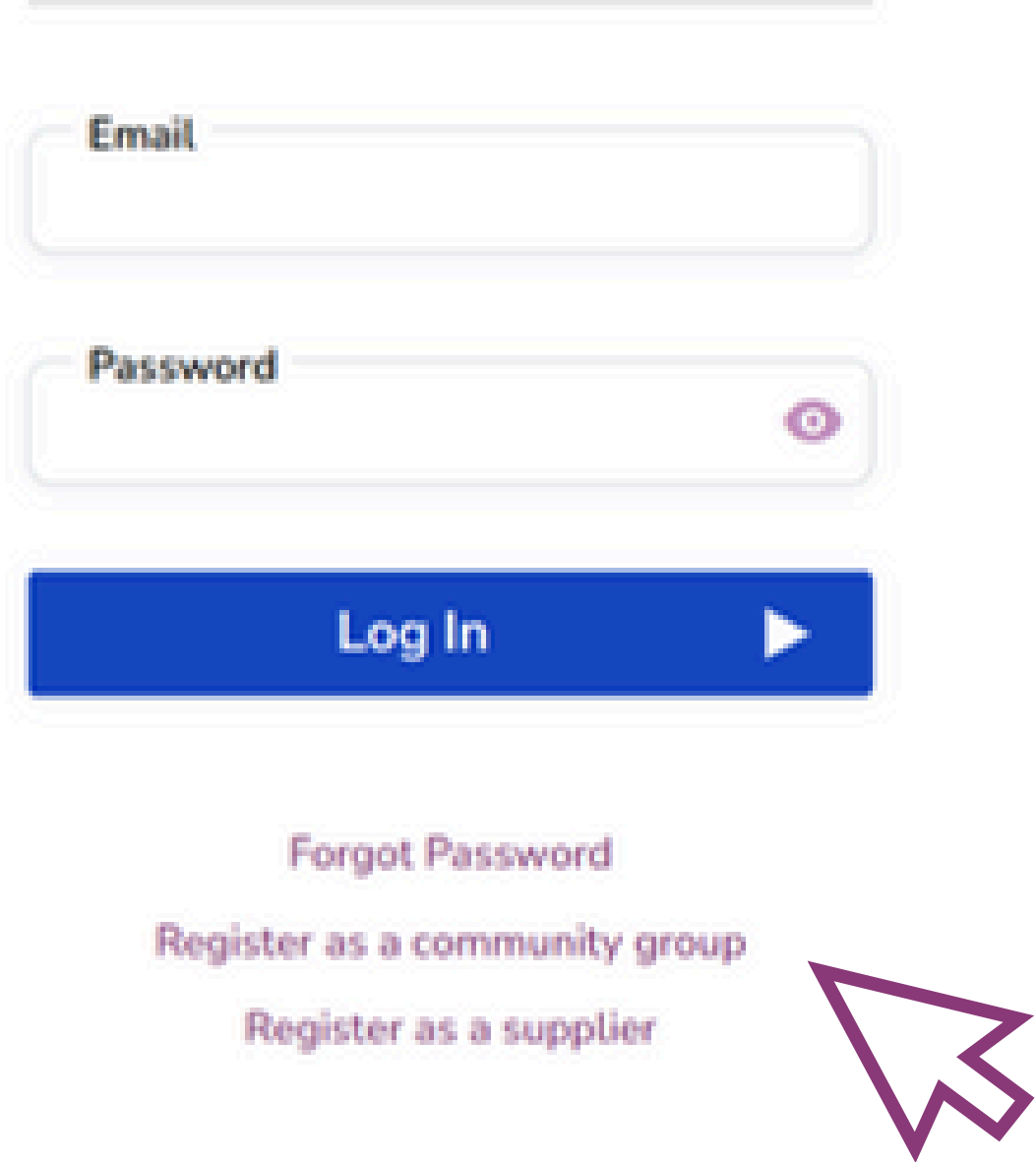
Community Group Registration



Welcome to Moray Council

When you are ready to apply:

Click the 'Login / Sign up' button in the top right hand corner of the portal.



Email

Password

Log In

[Forgot Password](#)

[Register as a community group](#)

[Register as a supplier](#)

‘Community Identified Benefits’?

Community benefits are embedded within the Council's procurement practices, which aim to provide added value for local communities.

Login/Sign up page

Select the option ‘Register as a community group’



◀ Register as a community group

*** indicates required fields

Contact Details

Name***

First

Surname

Position***

Chairperson

For example, your chairperson, secretary, or group leader - whoever is best to contact

Email***

Enter Email

Confirm Email

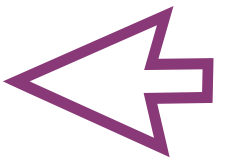
Registration Details

Fill in the form to complete community group registration details.

◀ Register as a community group

ⓘ There was a problem with your submission. Please review the fields below.

- Governing document: This field is required.
- What does your group do?: This field is required.
- Consent: This field is required.



"*" indicates required fields

Registration Details

If you miss any mandatory information, and try to submit the form, please check for errors and resubmit.



X
https://

BlueSky
https://

TikTok
https://

Password

Password

Enter Password

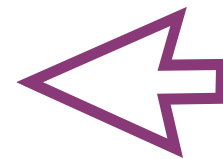
Confirm Password

Strength Indicator

☐ I agree to the Terms & Conditions and Privacy Policy.

Before submitting this form, please review our Terms & Conditions and Privacy Policy. By proceeding, you agree to comply with these terms and acknowledge our data handling practices.

Register



Registration Details

*Remember to take a note of your login details (email address and password).

Once registration details are complete select 'Register'.



◀ Thank you for your application

Success! Your registration has been submitted and our moderator will be notified. You will also receive an email confirmation.

[Back to homepage](#)

Wait for approval

A moderator will review your application within 5 working days.

Requests



Submitting a request

Application Approved

- Return to the login in page once you have received an email to confirm your application is approved
- <https://moraycommunitybenefits.org.uk/login>

If there are any issues with your application, our moderator will get in touch to request additional information or to explain why the application was unsuccessful.



Community Group Request



Newest First



Status



Your Requests

There are currently no requests matching your search criteria.

Menu

Post new request



My Requests



Received Offers



My Profile



Your Dashboard

Select 'Post new request'

Post new request

*** indicates required fields

Category*

Donation (Equipment, Food, Construction Materials etc.)

Expiry date*

31/03/2026

An approved request will be live on the portal for 12 months by default from the date of submission. If the project is time sensitive please select an expiry date.

Title*

Fencing for a Pond

18 of 60 max characters

Short title

Our request*

Our outdoor space has a small pond that we would like help to put a fence around so it is safer for children to play

Menu

Post new request



My Requests



Received Offers



My Profile



Post new request

Complete the form following the guidance where necessary.

Image

My Profile

Choose File

No file chosen

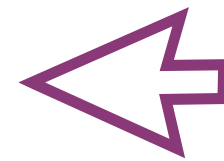
Accepted file types: jpg, jpeg, png, gif, Max. file size: 5 MB.

Please add an image to display on your request

Save as draft?

☐ Yes

Submit request



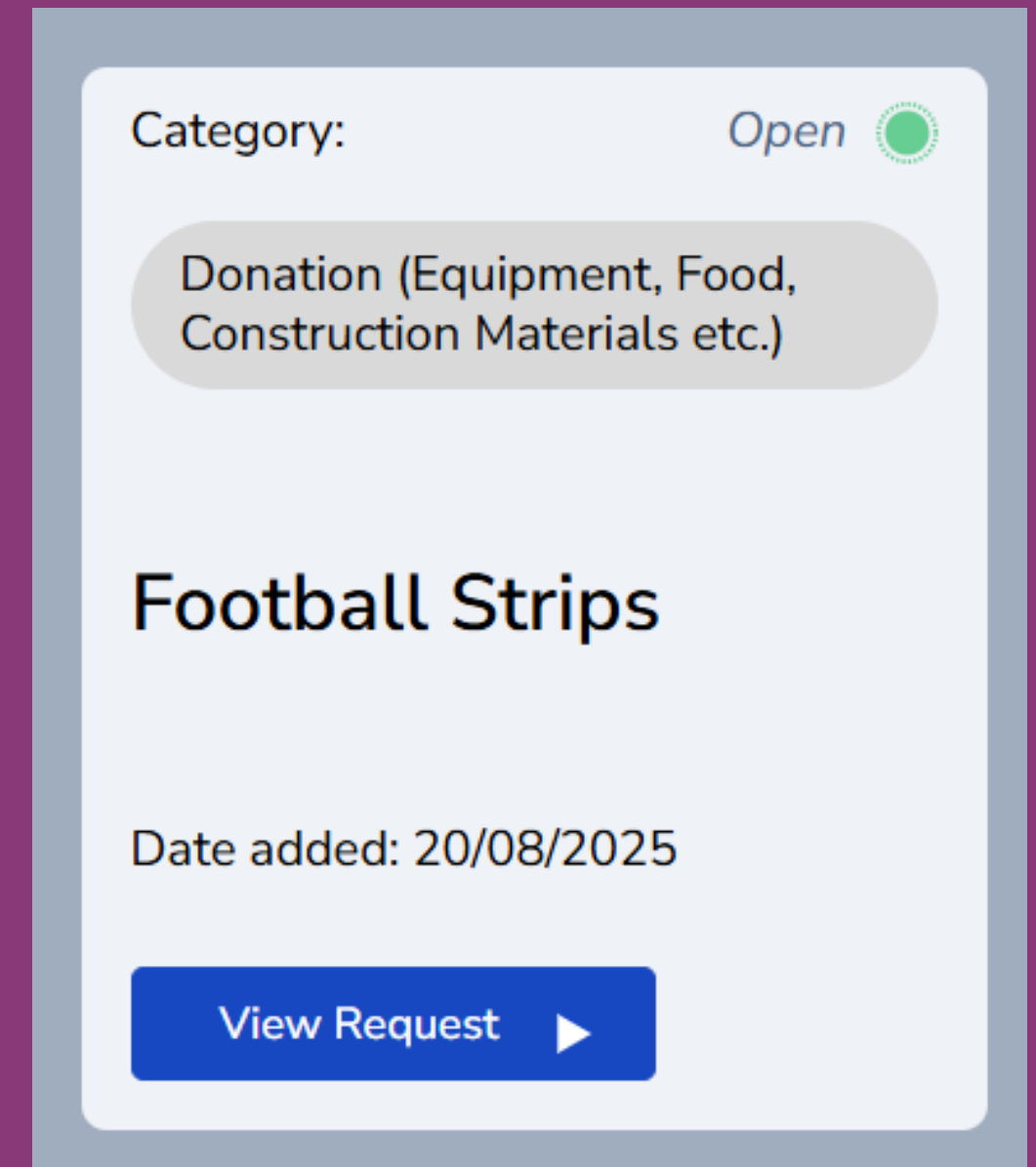
Submit request

Click 'Submit request' to send your application, or check 'Yes' to save as a draft - the button will update to 'Save draft', which you can then click to save your progress.

An example request card with a snapshot of key information.



Suppliers can click 'View Request' to read full details.



Open Requests

Once approved, your request will be listed on the Open Requests page. The most recent requests also appear on the homepage.

Football Strips

ID: BP3331

Group Name: CEIS

Category:

Donation (Equipment, Food, Construction Materials etc.)

What does your group do?

Test

Our Request

We are looking for 25 football strips for our under 10s football team.



An example request page with full information.




Full request page

Suppliers can access all the details from your request page.

Suppliers can enter what they're able to provide and click 'Submit' to send their offer.

Please note: This may be a partial offer. For example, if you've requested 25 football shirts, a supplier might commit to providing half of those.



Open Requests 

Football Strips

ID: BP3331

Group Name: CEIS

Category:

Donation (Equipment, Food, Construction Materials etc.)

What does your group do?

Test

Our Request


We are looking for 25 football strips for our under 10s football team.


Expiry Date: 20/08/2026
Date added: 20/08/2025

Offer to deliver:

Your Offer*

Minimum 75 characters required. 75 more to go.

Submit 



Offer to deliver

If a supplier is logged in, they'll see the option to submit an offer to deliver a request.

Offers



Accepting or Rejecting an offer from a
Supplier

[Newest First](#)[Status](#)

Your Requests

Fencing for a Pond

Category: Donation (Equipment, Food, Construction Materials etc.)

Draft created: 08/20/2025

Date submitted: 20/08/2025

[Details](#)[View offer](#)

Offer Submitted

[Visit 1](#)

Menu

[Post new request](#)[My Requests](#)

Private / Your Dashboard

You will receive an email alert if a supplier makes an offer to deliver your request. The offer will also display on your dashboard.

Your Requests

Fencing for a Pond

Category: Donation (Equipment, Food)

Draft created: 08/20/2025

Date submitted: 20/08/2025

Details

View offer



From: Elgin Commercial Cleaning Co

Sent



Date added: 20/08/2025

We can fulfil this request. Our contractors will supply the labour to build the fence, up to the value of 3 days of time.

Accept offer



Reject offer



Post new request



My Requests



Received Offers



My Profile



Your Dashboard

Click 'View offer' on your request to see the offer details. From here, you can choose to accept or reject the offer.



Are you sure?

You won't be able to revert this!

Yes, accept it!

No, don't accept!

Your Dashboard

A second pop up box will appear and ask you to confirm your decision.



Are you sure?

You won't be able to revert this!

Yes, accept it!

No, don't accept!

Your decision will be communicated to our moderator, who will update the request status to 'In Progress'. The supplier will also be notified accordingly.

Your Dashboard

What happens after I accept an offer?



Are you sure?

You won't be able to revert this!

Yes, accept it!

No, don't accept!

Your decision will be communicated to our moderator, who will return the request status to 'Open'. The supplier will also be notified accordingly.

Your Dashboard

What happens after I reject an offer?

It's a match!



Introduction to key contacts

What happens next:

Once you accept a supplier offer request, here's what to expect:

1. Your request is now 'In Progress'

This means you have accepted a supplier's offer (e.g. providing goods, services, or support) and the project officially begins.

2. You'll be introduced to the Supplier via email, so you can start communicating directly. This is your chance to:

- Set up a time to chat
- Share any extra information they might need
- Clarify the delivery deadline and any important project milestones



Introduction to key contacts

What happens next:

3. Support is available

If you're unsure about anything or need help along the way, our moderator is on hand to support you. Please email cibportal@moray.gov.uk

4. We'll Follow Up

Shortly after the delivery deadline, we'll get in touch to ask how everything went and gather your feedback. If the project is completed before the deadline, please email our moderator to let us know. We'll then update the request status to 'Fulfilled' and invite you to share your feedback early.

If relevant, please include any links to local press or media coverage in your feedback - we would love to highlight successful community benefits on the portal!



Staying in touch

What if a problem arises?



If you experience any issues with the fulfillment of your request, for example, if the supplier fails to maintain communication or does not complete the agreed task by the specified delivery deadline, please contact our moderator as soon as possible. We'll do our best to help resolve the issue.

To assist us in supporting you effectively, please provide specific details about the situation, including:

- The nature of the issue
- Any communication attempts made
- The original delivery timeline

Fulfilled requests

We hope you enjoy using the Community Identified Benefits Portal.

For general enquiries or specific feedback, please contact us at cibportal@moray.gov.uk

Contact Us