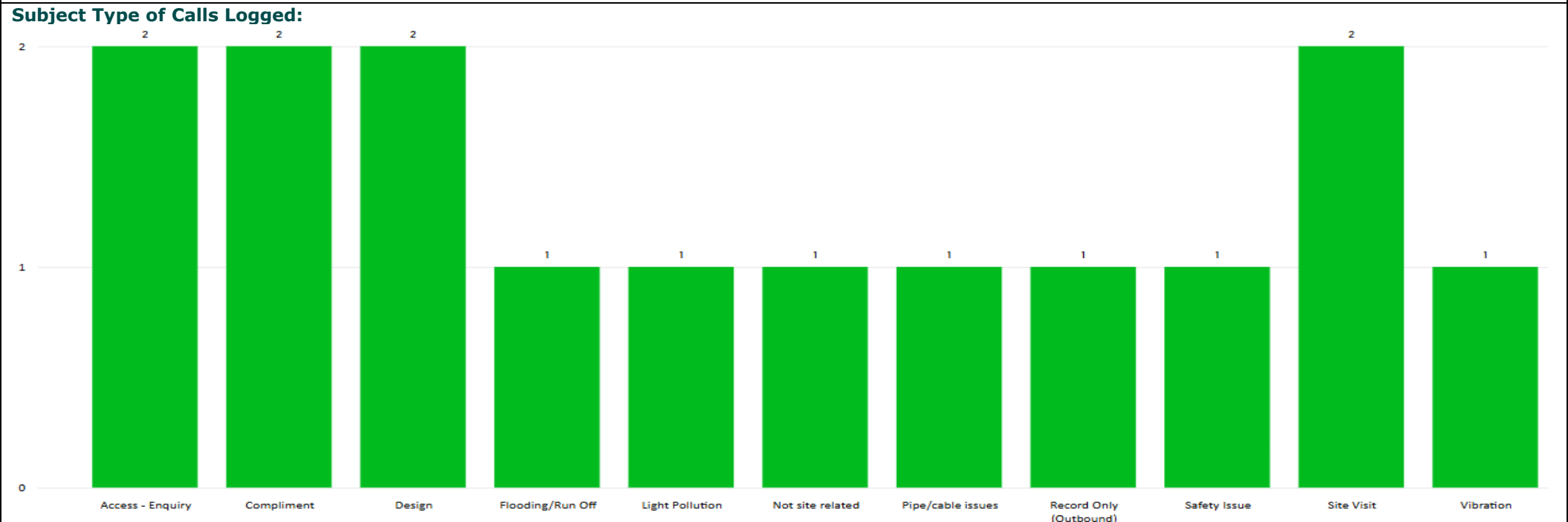
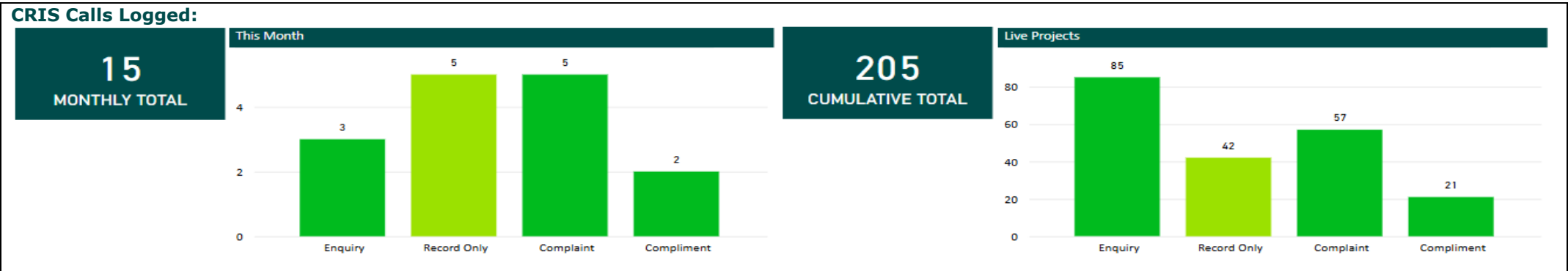


Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

Month:	Jan 2025	Project Name:	Lakes Estate Renewal Project	Site Code:	LE22
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1. DATA SUMMARY



2. COMMUNICATIONS DATA

Letters	Microsite Hits	Participants	Value	Closing Communications Average Days	
30,341 CUMULATIVE TOTAL	525 CUMULATIVE TOTAL	533 CUMULATIVE TOTAL	£2,810 CUMULATIVE TOTAL	0.3 LIVE PROJECTS (DAYS)	
2,513 MONTHLY TOTAL	62 MONTHLY TOTAL	0 MONTHLY TOTAL	£0 MONTHLY TOTAL	0.1 THIS MONTH (DAYS)	

3. KEY THEMES

Enquiries:		Complaints:	
Road closures		Site lights	
Rats		Road access / parking / road conditions Burnmoor	
Ginnels		Digging near trees	

4. COMPLIMENTS

Summary of Enquiry

Compliment on how well we are coming along with construction and how the site it is all neat and tidy and all the workers are courteous and polite.

NHS nurse came to site asking to borrow defib on 76 year old male.

5. COMMUNITY ACTIVITIES – THIS PERIOD AND ONGOING

1	Weekly drop-in surgeries at Spotlight alongside Cllr Khan
2	Ongoing resident support via email, phone and in person for complaints, enquiries and compliments, all of which are logged in CRIS

6. RESIDENT LIAISON OFFICER KPI'S

Activity	Description	Frequency	Status	Progress
RLO to be available minimum 3 days per week	Resident Liaison Officer availability to residents	3 days per week		Ongoing
Monthly Newsletters	To be sent to all residents and stakeholders. To include an overview of the past month and look ahead to next. Also includes community matters, residents' meetings, other key dates, and contact details	Monthly		Ongoing
Key Meetings	Attend LERF, SCSG and any other identified meetings as a GRAHAM representative to keep residents' groups and individuals updated on progress, upcoming key works, and to address any issues	Monthly		Ongoing
Customer Relations Information System (CRIS)	Logging of issues, concerns, enquiries, complaints, compliments, and proactive works. Responses required to customer within 5 days	Monthly		Ongoing
Stakeholder & Community Engagement Project Summary	To be presented at client Contractor Project Update meetings, face-to-face key meetings and uploaded to Microsite. To provide high-level CRIS data on enquiries, complaints, compliments and record only information	Monthly		Ongoing
'Drop In' surgeries	Host weekly 'drop in' surgeries alongside Mears and Councillor Khan, as a GRAHAM representative, to be physically accessible to residents, informally in a 1-2-1 format, throughout the life of the build journey	Weekly		Ongoing
Feedback surveys	To establish a baseline attitude of the project and comparative data onwards, via microsite questionnaire link and paper surveys	6 monthly Jul-24, Jan-25, Jul-25 & Jan-26	Survey 2 out now	Ongoing
Site noticeboard	Noticeboards displaying pertinent information, i.e. monthly newsletter, residents' Impact Bulletin, road closures and anything else deemed relevant	As and When	10 boards on site now	Ongoing
Residents' Impact Bulletin & Traffic Alerts	Bulletin on microsite, emailed to those registered to receive e-newsletters, and to be placed in noticeboards. Letters hand delivered when immediate residents deemed directly impacted	As and When		Ongoing
Microsite / automated emails	A digital resource for residents and all stakeholders with an overview of the project, newsletters, formal letters, project updates and community good news stories	As and When		Ongoing
Residents Handbook	Project overview, commitments, contact information and community engagement plan	One off	Spring 2024	Complete
Site visits / walk arounds	Ad-hoc site visits for residents, partners, and stakeholders	As and When		Ongoing

7. COMMUNITY ENGAGEMENT PLAN PROGRESS & UPDATES

What	How	Our aim	When	Progress
Health & Wellbeing Workshops	Our Health and Wellbeing Manager will deliver workshops for residents on the themes of mental health awareness, managing stress, and the importance of self-care	To help build health and wellbeing into your community activities	These will be delivered halfway through the project over five consecutive weeks	Supported Mariee with Wellbeing Event on 25 th July
Meet the Buyer Event	We will invite local businesses to the event with the intention of them becoming new suppliers	To invest in the local economy, keeping as much construction spend in the area, as well as supporting local businesses	Spring 2024	Completed 18 th June 2024
Accredited Construction Training Session	With the support of Milton Keynes Employment Service, we will deliver 4 construction skills courses which includes Health & Safety Level 1 qualification and a CSCS card	To provide local people with the opportunity to take their first steps into roles within the construction industry	Spring 2024	First course commenced 20 th Jan 2025 as a 12-week programme. 6 signed up but only 2 attended on first day. A late signer joined on 2 nd week taking total to 3 participants
Apprenticeships	We will provide employment opportunities via a two-year trade apprenticeship and a four-year apprenticeship for Site Management or Quantity Surveyor occupations	To provide lasting opportunities for two individuals that might not otherwise have had the opportunity	From summer 2024 onwards	Delayed until Autumn 2025 due to no suitability. Will be engaging with MK College engineering Level 3 or 4 students so that recruitment can start May 2025 with immediate onboarding
Working with the local schools	We will establish good relationships and support them with activities such as career events, work placements and mock interviews. For primary schools, we will raise awareness about the dangers of construction sites. We will ensure that schools are kept informed about any changes to the routes from the Lakes Estate to school. Especially for those that walk or cycle to school	To give something back to the wider communities in which we work. We help young people to understand how the construction industry is changing, what skills are needed, and how the industry might offer them long-term career prospects.	From summer 2024 onwards	Ongoing work with primary schools and nurseries. Autumn 2024 working with Sir Herbert Leon and MK College. Work experience to commence and placements will take place in spring 2025
Planned Site Visits	We will conduct two annual site tours as part of the Open Doors initiative. The site visits will be by invitation and will be communicated via the newsletter or at meetings.	To enable you to view the site, meet the team and see the progress being made	Autum 2024 and 2025	1 of 2. 1 st visit Friday 18 th October 2024 sucessfully completed
Community & Lasting Impact Innovation Fund	Further information on how to apply for the fund will be available in our newsletter and at residents group meetings	To support your community and leave a legacy. In addition, we want the fund's beneficiaries to support/offer volunteering opportunities for our staff	Spring 2025	Application window now closed. Applications in review stage. To be reviewed on 24 th Feb by board group.

8. CRIS (Customer Relations Information System) HIGH LEVEL DATA

CRIS ID	Date Received	No. Of Days To Close	Initial Category	Subject	Summary of Enquiry	Subject Theme	Subject Type	Action Taken
011086	29/01/25	0	Enquiry	Stones being removed behind fence	The footpath is being widened behind property and there is a channel with stones in (which resident put in because council wouldn't maintain and trim bushes - 2004) and they want the stones back and are concerned about flooding as their garden is lower than the footpath	Site	Design	Informed resident we can put stones in a 1 ton bag if required and that the new footpath slopes away from the existing properties.
011062	28/01/25	0	Complaint	Tree root damage	Complaint that we are digging near trees and damaging roots.	Site	Design	Informed resident that we are installing a sub-station and that we do not damage trees unless there is no possible avoidance
011045	22/01/25	0	Enquiry	Ginnel gates	Concerned about installation of gate to alleyway as it will provide access for people to climb onto his flat roof and was never informed of this.	Customer Journey Impact	Access - Enquiry	Passed to Rahul for comment.
011050	22/01/25	0	Record Only	Power outage	Power outage to entire estate from 08:38.	Site	Pipe/cable issues	Logged for information. All resolved by 10:30. National Grid issue on existing cabling.
011029	21/01/25	0	Complaint	Sheelin Grove residents	1 property reporting vibrations and 1 reporting that we should be putting damp proofing along his garage.	Environment	Vibration	Responded to residents accordingly
011030	17/01/25	0	Compliment	Site defibrillator use	NHS nurse came to site asking to borrow defib on 76 year old male.	Information	Compliment	Card and plant given in thanks. Recorded for information.
011013	16/01/25	0	Record Only	Site walk around request	Site walk around request.	Site	Site Visit	Walk around booked in
010991	14/01/25	0	Compliment	Compliment	Compliment on how well we are coming along with construction and how the site it is all neat and tidy and all the workers are courteous and polite.	Information	Compliment	Compliment recorded.
011015	14/01/25	0	Complaint	Lighting on footpath	Complaint of no street lighting on footpath between Windermere A3 and Water Hall Primary School.	Environment	Safety Issue	Informed site team. Lighting should be in place by end of week once tarmacking is complete and power energised.
011016	14/01/25	0	Complaint	Site lights shining into bedroom	Site lights are shining into bedroom.	Environment	Light Pollution	Asked site manager to investigate. All site lights are turned off at the end of the day so not sure what light this refers to.
010978	13/01/25	0	Record Only	Water left on	Noticed that water supply has been left on so just wants to report it.	Environment	Flooding/Run Off	Logged for information. Checked all taps and all off.
011014	13/01/25	0	Record Only	Site walk around for MP	Site walk around for senior government member.	Site	Site Visit	Walk around booked in and completed
010951	08/01/25	0	Complaint	Car park closures	Not happy with car park areas being closed and asking if road plates could be utilised.	Customer Journey Impact	Access - Enquiry	Explained that the areas would stay closed until the completion of work, and temporarily covering so people can park imposes unnecessary H&S risk.
010929	06/01/25	0	Enquiry	Rat sightings	Rat sighting reported to Environmental Health. Are we aware of any issues or have anything in place to discourage visitation?	Site	Not site related	No sightings by site team or management of rats neither on site nor surrounding area. No food on site to attract them.
010944	06/01/25	0	Record Only	Footpath Closure Letters	Delivery of letters re footpath closure at Sheelin Grove / Melfort Way site boundary.	Information	Record Only (Outbound)	Recorded for information.

