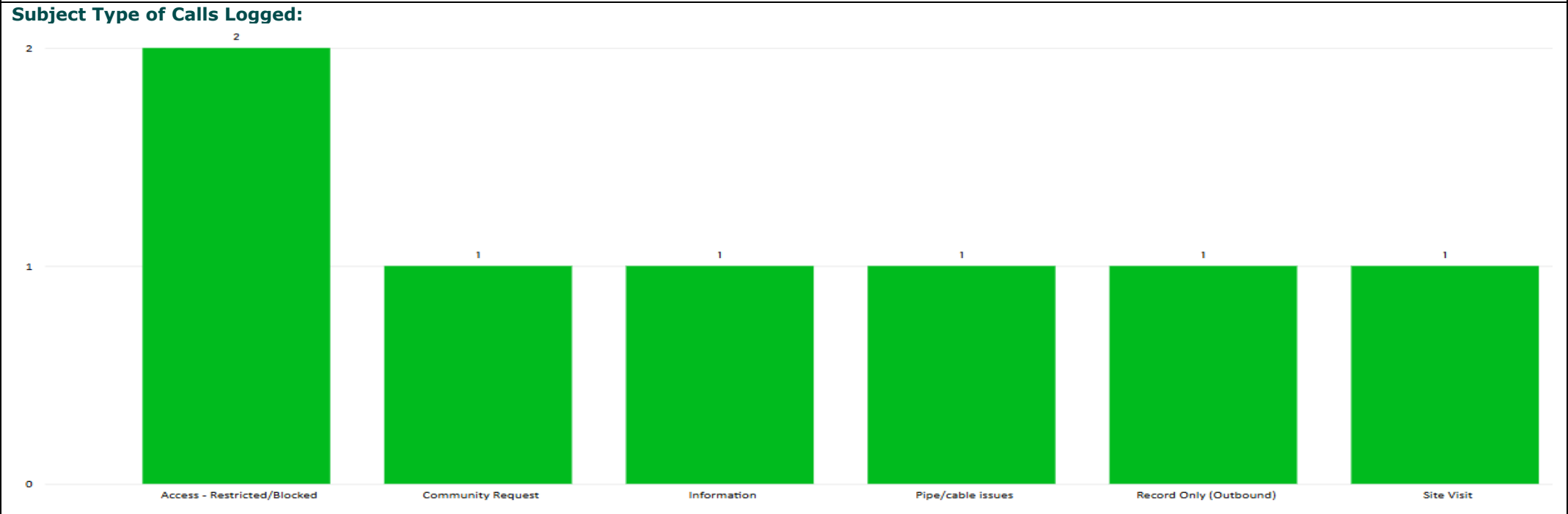
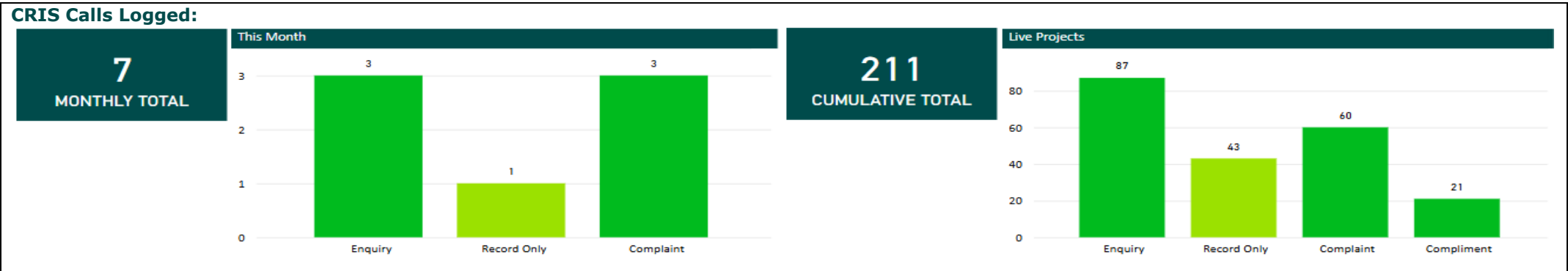


# Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

<b>Month:</b>	February 2025	<b>Project Name:</b>	Lakes Estate Renewal Project	<b>Site Code:</b>	LE22
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## 1. DATA SUMMARY



## 2. COMMUNICATIONS DATA

Letters	Microsite Hits	Participants	Value	Closing Communications Average Days	
<b>32,885</b> CUMULATIVE TOTAL	<b>586</b> CUMULATIVE TOTAL	<b>533</b> CUMULATIVE TOTAL	<b>£2,810</b> CUMULATIVE TOTAL	<b>0.3</b> LIVE PROJECTS (DAYS)	
<b>2,544</b> MONTHLY TOTAL	<b>61</b> MONTHLY TOTAL	<b>0</b> MONTHLY TOTAL	<b>£0</b> MONTHLY TOTAL	<b>0.0</b> THIS MONTH (DAYS)	

## 3. KEY THEMES

Enquiries:		Complaints:	
New housing query		Drop kerb blocked	
Site Walk around		Bins unable to be emptied	
Funding request		Power outage	

## 4. COMPLIMENTS

N/A

## 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	2/4 available 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
<b>Health &amp; Wellbeing Workshops</b>	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 <sup>th</sup> July
<b>Meet the Buyer Event</b>	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 <sup>th</sup> June 2024
<b>Accredited Construction Training Session</b>	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 <sup>th</sup> Jan 2025 as a 12-week programme in partnership with MKCC. 6 signed up but only 2 attended, with 1 late signee
<b>Apprenticeships</b>	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
<b>Working with the local schools</b>	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
<b>Planned Site Visits</b>	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 <sup>st</sup> visit Friday 18 <sup>th</sup> October 2024 sucessfully completed
<b>Community &amp; Lasting Impact Innovation Fund</b>	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	Applications reviewed and funding provisionally allocated. Quality Control checks underway

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

GRAHAM ID	Date Received	Days To Respond	Initial Category	Subject	Summary of Enquiry	Subject Theme	Subject Type	Action Taken
011189	17/02/2025	0	Enquiry	Housing query	Advice on how to get a new build as fiance is pregnant and they live at home with parent and sister and no room for the new baby.	Information	Information	Informed resident to speak with housing team at council.
011110	06/02/2025	0	Enquiry	Site walk around request	Site walk around request.	Site	Site Visit	Walk around booked in.
011180	18/02/2025	0	Record Only	Road traffic accident	Car crashed into site through fence line.	Information	Record Only (Outbound)	Police attended and removed vehicle. Site made secure.
011181	14/02/2025	0	Enquiry	Request for funding	Request for funding / attendance at Blue Light Event.	Information	Community Request	Funding request denied.
011166	17/02/2025	0	Complaint	Inaccessible drop kerbs	Drop kerbs blocked by parked cars.	Site	Access - Restricted/Blocked	Informed subcontract teams to not block drop kerbs.
011190	20/02/2025	0	Complaint	Bins unable to be emptied	Blue and green bins unable to be collected due to inconsiderate parking.	Site	Access - Restricted/Blocked	Informed supply chain to not park where there are "no parking" signs or in hatched areas.
011243	26/02/2025	0	Complaint	Power outage	Resident came in to complain about the power outage. He is on the high priority register and machine dependent for sleep apnoea whilst asleep, on a CPAP machine.	Site	Pipe/cable issues	Apologised for the inconvenience and logged for information.