

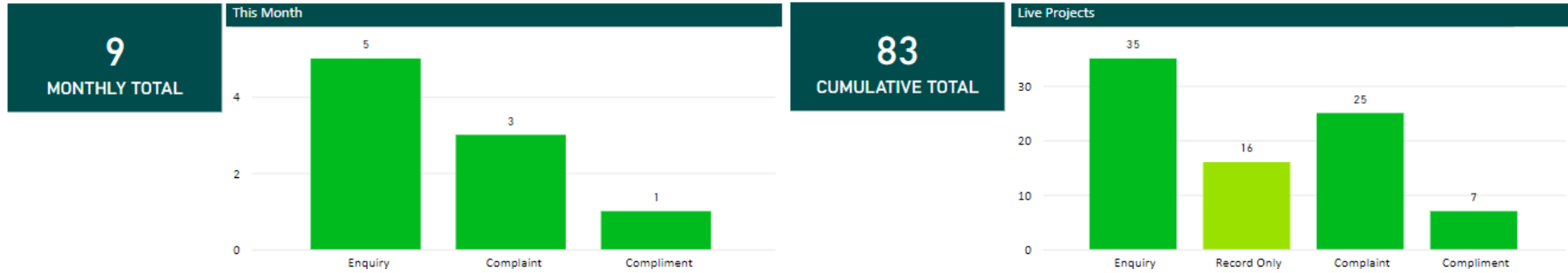
# Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

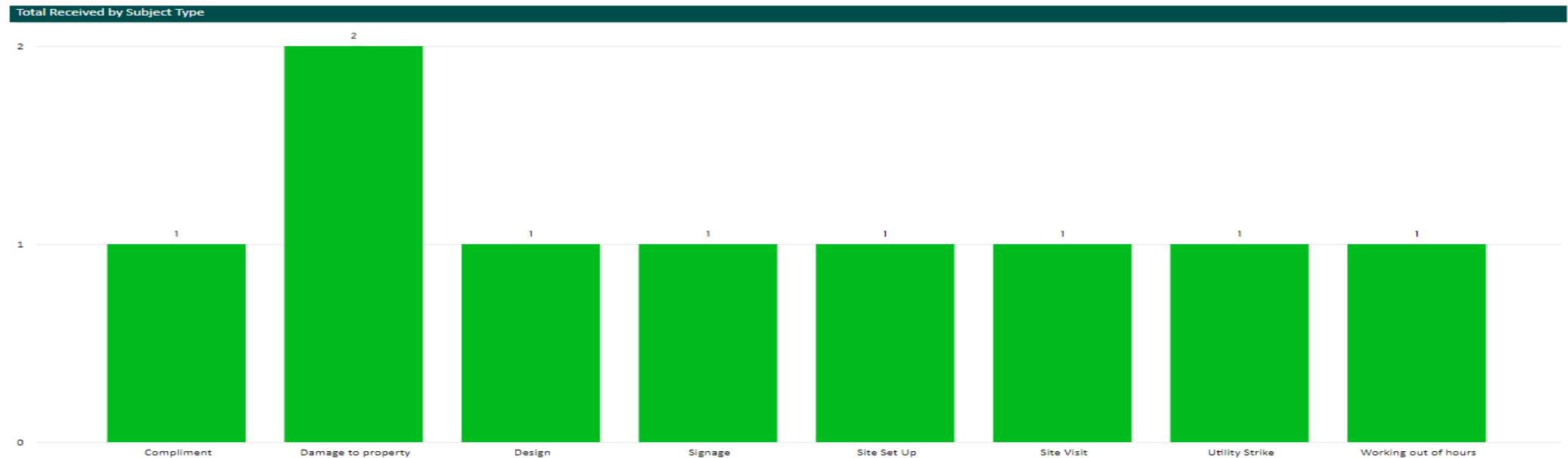
<b>Month:</b>	July 2024	<b>Project Name:</b>	Lakes Estate Renewal Project	<b>Site Code:</b>	LE22
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## 1. DATA SUMMARY

### CRIS Calls Logged:



### Subject Type of Calls Logged:



**Communications Data:**

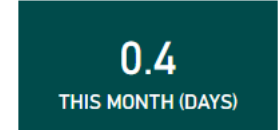
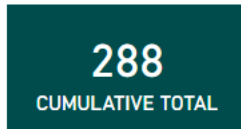
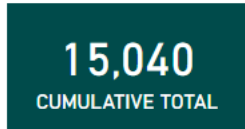
Closing Communications Average Days

**Letters**

**Microsite Hits**

**Participants**

**Value**



**2. KEY THEMES**

Enquiries:		9 MONTHLY TOTAL	This Month	
1	Site layout – are there houses being built behind house			
2	Road mirror - to make crossing road easier			
3	Site visit request – for school			

Complaints:		Top 5 Types	
1	Noise – workers noise before 8am		
2	Property internal damage (there is actually only 1 call here – it was logged twice by accident and not yet removed)		
3	N/A		

### 3. COMMUNITY ACTIVITIES PLANNED FOR NEXT MONTH

1	Ongoing weekly drop-in surgery @ Spotlight – Thursdays 10am-11am alongside Cllr Khan and Mears
2	

### 4. COMMUNITY ACTIVITIES CARRIED OUT DURING MONTH

#### Community Activity Heading

2 weekly drop-in surgeries at Spotlight alongside Mears and Cllr Khan.

Ongoing resident support via email, phone and in person for complaints, enquiries and complements, all of which are logged in CRIS.

Keith McCahon attendance at monthly LERF (Lake Estate Renewal Forum) meeting, with RLO updates and CRIS.

Attendance at Local of the Lakes AGM.

Attendance at community Health & Wellbeing event, with Social Value Manager Ibbie manning a stall with free bags, water bottles pencils and pens, and with Resident Liaison Officer Sam engaging with the community and completing feedback surveys (results to be published for base-line benchmark in September)

#### Images



## 5. 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	6/24	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	Attended 4 LERF Attended 0 SCSG	Ongoing
Customer Relations Information System (CRIS)	Logging of issues, concerns, enquiries, complaints, compliments, and proactive works. Responses required to customer within 5 days	Monthly	6/24	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	Summer 24 in progress	Ongoing
Site noticeboard	Noticeboards displaying pertinent information, i.e. monthly newsletter, weekly residents' Impact Bulletin, road closures and anything else deemed relevant	As and When		Ongoing
Residents' Impact Bulletin & Traffic Alerts	Weekly bulleting 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	Weekly		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

## 6. 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	Ibbie supporting Mariee with Wellbeing Event 2024
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 18/06/24
Accredited Construction Training Session	With the support of Milton Keynes Employment Service, we will deliver 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	Ongoing with MKES
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	Site Engineer apprenticeship recruitment live
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	
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	Autumn 2024 and 2025	
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	Process to be discussed with Ibbie

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

CRIS Report - July 2024

GRAHAM ID	Date Received	Number Of Days To Respon	Initial Category	Subject	Summary of Enquiry	Subject Theme	Subject Type	Action Taken
009926	07/07/2024	0	Enquiry	Road mirror	Customer requested mirror to make crossing road easier, following bus stop diversion route.	Site	Site Set Up	Project team ordered mirror.
009836	09/07/2024	2	Enquiry	Sparking electrical cable	Customer works for the fire brigade and has reported a H&S concern at one of our job sites.	Environment	Utility Strike	HK discussed with customer on the phone. Informed SHE/environment. Project Manager is aware and investigation is now resolved.
009844	10/07/2024	1	Complaint	Damage to property	Customer informing the scheme that damage has been caused to the property.	Insurance	Damage to property	Sam Carney responded to customer.
009854	10/07/2024	1	Complaint	Damage to property	Apparent damage to internal walls in property.	Insurance	Damage to property	Offer to meet at property to complete joint survey.
009853	11/07/2024	0	Enquiry	Site visit	Customer got in contact to ask if they could visit the site.	Site	Site Visit	Responded that it is a bit short notice and would be better to arrange something when back in September.
009897	17/07/2024	0	Enquiry	Signage spelling	Spelling misunderstanding on signs.	Customer Journey Impact	Signage	Explained how sign was to be read.
009925	19/07/2024	0	Compliment	Compliment	Compliment from customer regarding the good progress made to date.	Information	Compliment	Compliment recorded.
009922	19/07/2024	0	Complaint	Working hours	Works started earlier than 8am. customer got in contact to complain.	Environment	Working out of hours	Checked CCTV and informed resident that although workers were getting onto site and ready to work at 07:35 ahead of their 8am start, no machinery started until 08:00
009943	23/07/2024	0	Enquiry	Site layout	Customer would like to see site layout and if there are houses being built in the space behind his house as heard rumours that there are.	Site	Design	Showed resident site plan. Explained that this phase does not have any houses being built behind his house