

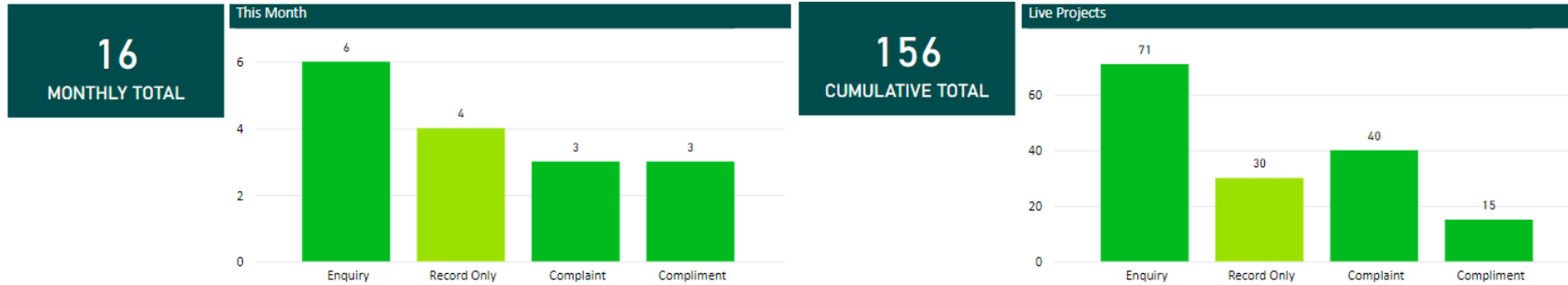
Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

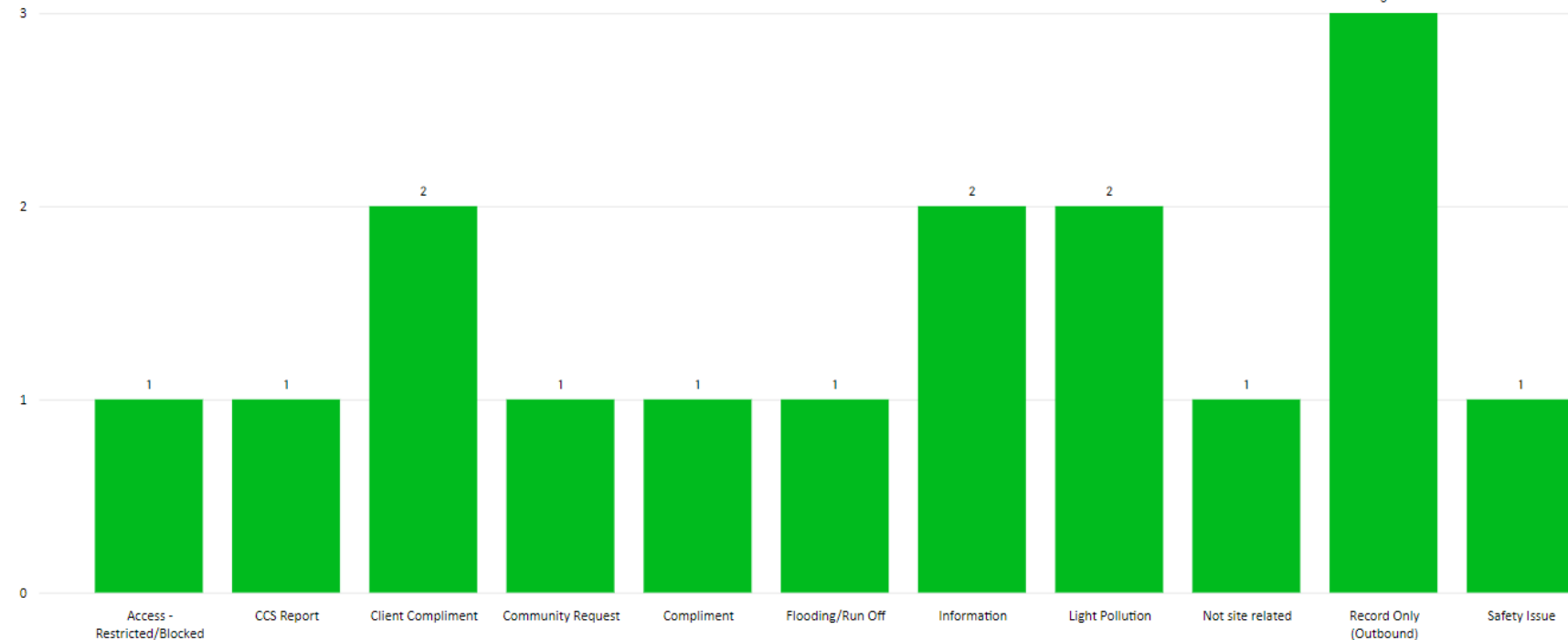
Month:	October 2024	Project Name:	Lakes Estate Renewal Project	Site Code:	LE22
---------------	--------------	----------------------	------------------------------	-------------------	------

1. DATA SUMMARY

CRIS Calls Logged:



Subject Type of Calls Logged:



Communications Data:

Closing Communications Average Days

Letters

Microsite Hits

Participants

Value

0.3
LIVE PROJECTS (DAYS)

25,213
CUMULATIVE TOTAL

395
CUMULATIVE TOTAL

533
CUMULATIVE TOTAL

£2,810
CUMULATIVE TOTAL

2,531
MONTHLY TOTAL

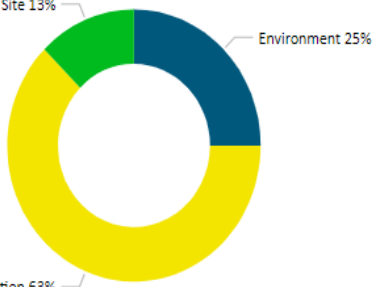
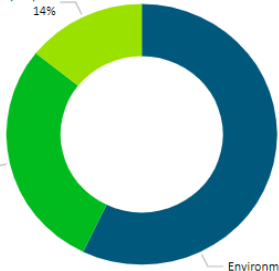
45
MONTHLY TOTAL

20
MONTHLY TOTAL

£50
MONTHLY TOTAL

0.1
THIS MONTH (DAYS)

2. KEY THEMES

Enquiries:		Complaints	
Works at Skene Close		External security lights (threat to jump fence and break them)	
Street lights not working		Road blocked for bin collection	

3. COMPLIMENTS

Summary of Enquiry

Compliment for PCSO walk around

Thank you so much for clearing the rear fence line.

Thank you for all the hard work put in on the colour suite out of hours consultation.

Very wet rainy day and resident absolutely soaking on his mobility scooter.

Compliment from resident given at choices meeting to say how helpful the GRAHAM staff are

Thanks for site tour. Positive comments received from board members on progress and size and scale of the project.

Thanks for providing the weekly residents bulletin as its very useful information.

Congratulatory email on extremely positive CCS audit score - 44/45

4. COMMUNITY ACTIVITIES PLANNED FOR NEXT MONTH

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

5. COMMUNITY ACTIVITIES CARRIED OUT DURING MONTH

Community Activity Heading

- Weekly drop-in surgeries at Spotlight alongside Cllr Khan.
- Ongoing resident support via email, phone and in person for complaints, enquiries and compliments, all of which are logged in CRIS.
- LERF meeting.
- Colour suite choices consultation.
- Additional notices boards put up around estate, taking total to 10 – displaying monthly newsletter, any relevant road/footpath closures, and weekly residents bulletin.

Waterhall Primary School site visit – focusing on thermal efficiency



Site Open Doors



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	9/24	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 5 LERF	Ongoing
Customer Relations Information System (CRIS)	Logging of issues, concerns, enquiries, complaints, compliments, and proactive works. Responses required to customer within 5 days	Monthly	9/24	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	1 of 4 complete	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	10 boards on site now	Ongoing
Residents' Impact Bulletin & Traffic Alerts	Weekly 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	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

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 in Feb 2025 as a 12-week programme in partnership with MKCC. Up to 12 people will be accommodated. Promotion to commence October 2024
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	Parameters currently being worked out and board members identified. Meeting arranged with MKCC

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

GRAHAM ID	Date Received	No Days To Respond	Initial Category	Subject	Summary of Enquiry	Subject Theme	Subject Type	Action Taken
010564	30/10/2024	0	Complaint	Light complaint	A resident from Melfort Drive area approached bricklayers as they were leaving site and started complaining about lights and said if they are not turned off he will jump over the fence and break them.	Environment	Light Pollution	Recorded for information. Lights are turned off when site is closed. Have informed team to pass on my details in future so I can speak with the resident.
010558	29/10/2024	0	Record Only	Footpath closure	Meeting to discuss footpath closure and gate reposition.	Information	Record Only (Outbound)	Met with resident and son (Stephen) to discuss and agree solution.
010556	28/10/2024	1	Enquiry	Site open day	Enquiry regarding site tour.	Information	Information	Informed resident this was more a history tour plus walk around the site external areas, but not actually on an active construction site
010547	25/10/2024	0	Enquiry	Trees being cut at Dunvegan Close	What is happening near park? Trees are being chopped down. Can we chop the ones at the back of her house?	Site	Not site related	Informed resident we aren't doing any works so it must be council.
010546	25/10/2024	0	Enquiry	Skene play park works	Customer is asking if any further building works going on by Skene play park.	Information	Information	Informed resident we are not doing any further works.
010512	22/10/2024	0	Compliment	Considerate Constructor Score	Congratulatory email on extremely positive CCS audit score - 44/45	Information	Client Compliment	Compliment recorded
010507	22/10/2024	0	Compliment	Thanks for residents bulletin	Thanks for providing the weekly residents bulletin as its very useful information.	Information	Compliment	Compliment recorded.
010506	21/10/2024	0	Enquiry	Insurance claim query	Information required with regard to flooding.	Environment	Flooding/Run Off	Project team responded regarding storm where 1 months worth of rain fell in 24 hours.
010479	17/10/2024	0	Complaint	Issues with access	GRAHAM workforce blocking road so refuse lorry had to reverse up road so wheelie bins not collected.	Site	Access - Restricted/Blocked	Checked CCTV and reported findings.
010565	17/10/2024	0	Record Only	CCS Audit	CCS Audit for The Lakes project.	Information	CCS Report	Score 44/45 = 98%.
010477	15/10/2024	0	Complaint	Site cabin lights	Site cabin lights have come on and are really bright into childrens bedrooms.	Environment	Light Pollution	Switched lights off. Had accidentally been switched back on
010400	09/10/2024	0	Enquiry	Community request	Contact made to request support with a community project.	Information	Community Request	Community project too far away from project. DC advised we cant support on this occasion.
010355	03/10/2024	0	Record Only	School site visit	Notification to subcontractors of school site visit	Information	Record Only (Outbound)	Informed teams to be mindful of children on site
010438	03/10/2024	0	Enquiry	Street lights not working	3 street lights are not working near the A3 Bramley Grange site.	Environment	Safety Issue	Reported to Energieyes. Issues with National Grid and the control monitoring system.
010372	02/10/2024	1	Compliment	Tour compliment	Thanks for site tour. Positive comments received from board members on progress and size and scale of the project.	Information	Client Compliment	Recorded.
010354	01/10/2024	0	Record Only	Out of hours surgery	Booking of the Spotlight community space for out of hours drop-in surgeries	Information	Record Only (Outbound)	Booked with facilities officer for 19/10, 19/11 and 01/12