

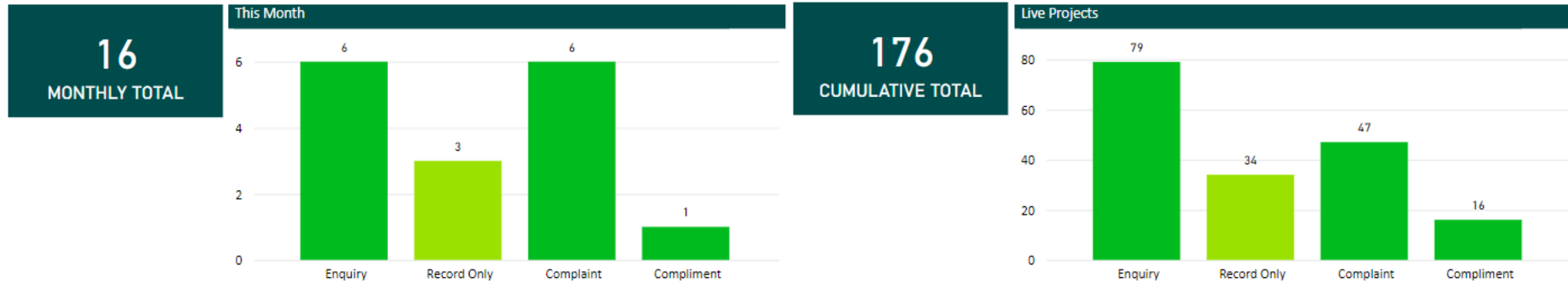
Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

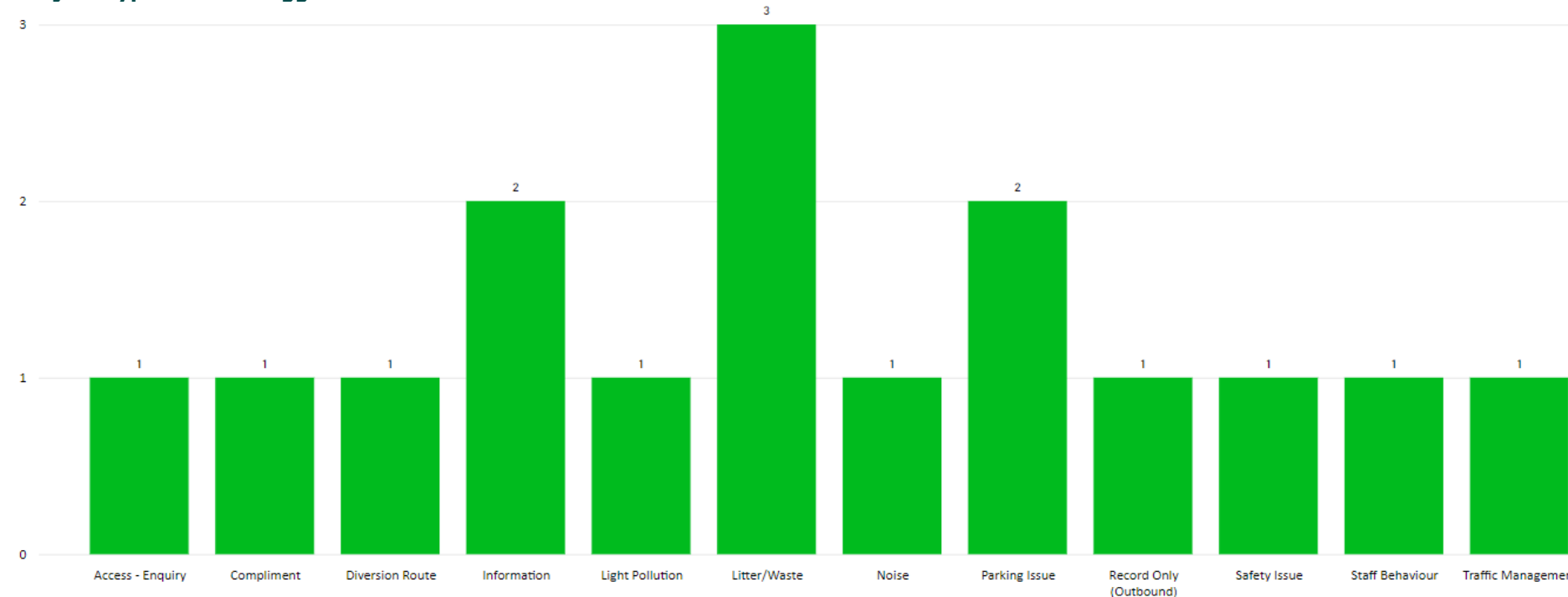
Month:	November 2024	Project Name:	Lakes Estate Renewal Project	Site Code:	LE22
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1. DATA SUMMARY

CRIS Calls Logged:



Subject Type of Calls Logged:



2. COMMUNICATIONS DATA

Letters	Microsite Hits	Participants	Value	Closing Communications Average Days	
27,803 CUMULATIVE TOTAL	435 CUMULATIVE TOTAL	533 CUMULATIVE TOTAL	£2,810 CUMULATIVE TOTAL	0.3 LIVE PROJECTS (DAYS)	
2,500 MONTHLY TOTAL	40 MONTHLY TOTAL	0 MONTHLY TOTAL	£0 MONTHLY TOTAL	0.1 THIS MONTH (DAYS)	

3. KEY THEMES

Enquiries:		Complaints	
Car park / road closures (Burnmoor)		Litter – this wasn't our litter as was from a split bag but cleaned it up as a goodwill gesture	
Abandoned vehicle		Vehicles / lorry parking	

4. COMPLIMENTS

Summary of Enquiry	CRIS ID Reference	Date Received
Thank you for the lovely new front garden footpath.	010655	08/11/2024

5. COMMUNITY ACTIVITIES PLANNED FOR NEXT MONTH

1	Ongoing weekly drop-in surgery @ Spotlight – Thursdays 10am-11am alongside Cllr Khan
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6. COMMUNITY ACTIVITIES CARRIED OUT DURING MONTH

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
3	LERF meeting

7. 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	10/24	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	10/24	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, 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

8. 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 Jan 2025 as a 12-week programme in partnership with MKCC. Up to 12 people will be accommodated. Promotion commenced
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	Board members identified and fund being promoted

9. 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
010763	29/11/24	0	Enquiry	Ginnells	What happens if someone puts a chain or padlock on the gate at the end of the ginnells? Also were these ginnells on the original plans distributed to residents?			Informed resident that it would become a maintenance issue, but that that these gates are going to have key fobs/pads
010724	25/11/24	0	Enquiry	Car park closure query	Enquiry asking where subcontractors are going to park when closures are in place.	Customer Journey Impact	Parking Issue	Informed resident that site manager will be speaking with all subbies to inform them to park elsewhere.
010723	23/11/24	0	Record Only	Fallen fence	Site fence fallen over on Windermere Drive by nursery school.	Environment	Safety Issue	Attended site and re-erected fence.
010764	23/11/24	0	Enquiry	Fallen fence	Fencing fallen in to road			Fence re-erected
010691	18/11/24	0	Complaint	Lorries parking	Lorries parking along road making accessing parking spaces difficult.	Customer Journey Impact	Parking Issue	Asked site manager to speak with gateman and tell him to send lorries away and not allow them to back up.
010700	15/11/24	0	Complaint	Litter in Burnmoor	Resident reported to our site manager that he witnessed our workmen throw rubbish out of their van window.	Environment	Litter/Waste	Site manager apologised to resident and said he would do a toolbox to all subcontractors.
010680	14/11/24	0	Complaint	Rubbish in Menteith car park	Complaint about rubbish in Menteith car park.	Environment	Litter/Waste	I picked up a bag full of rubbish on the floor myself, but there was already a black bag dumped outside a back gate which most likely had split (which I did not pick up as I did not know contents). The majority of the rubbish was clearly childrens - lots of happy meal casings, goggles, childrens wig, lego etc - it seems like someones bag had split. So I picked up what I could as a good will gesture, but this is not the result of our workmen.
010683	13/11/24	0	Record Only	Dog poo bin	Dog poo bin bags left on footpath.	Environment	Litter/Waste	Reported to housing team.
010656	12/11/24	0	Complaint	Noise complaint	Cement generator left on over night is noisy.	Environment	Noise	Apologised that the bricklayers forgot to turn it off when they left. Reminded them to remember to do this going forward.
010684	12/11/24	0	Record Only	Abandoned vehicle	Reported abandoned vehicle.	Information	Record Only (Outbound)	Reported to environmental crime unit.
010652	11/11/24	1	Enquiry	Abandoned vehicle	There is an abandoned vehicle in the Burnmoor Close first car park.	Information	Information	Reported vehicle to MKCC Abandoned Vehicle unit.
010635	11/11/24	0	Enquiry	Query on road closure	Is school car park affected by road closure.	Customer Journey Impact	Access - Enquiry	Informed school that their car park is not affected as it is just Burnmoor close that is closed.
010636	11/11/24	0	Complaint	Issue with footpath closure	Path to doctors surgery is dangerous now footpath is closed.	Site	Diversion Route	Walked route and informed resident there are sufficient drop kerbs.
010654	08/11/24	0	Complaint	Invasion of privacy	Please ask workmen on site to stop looking out from scaffolding into houses.	Site	Staff Behaviour	Informed site manager who spoke with managers of all teams to respect privacy and turn backs, even if not looking into houses.
010655	08/11/24	0	Compliment	New front garden footpath	Thank you for the lovely new front garden footpath.	Information	Compliment	Compliment recorded.
010589	01/11/24	0	Enquiry	Site lights	High beam light on scaffold shining down on houses at Empingham Close.	Environment	Light Pollution	Informed resident we will angle lights down as these are on for security.