

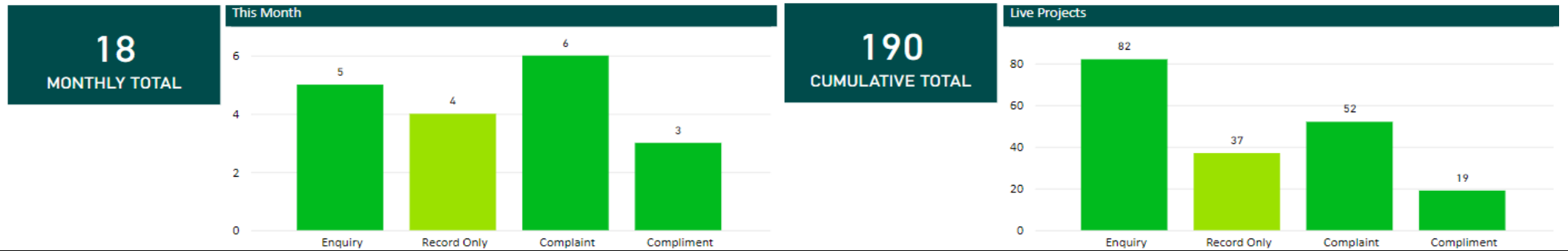
Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

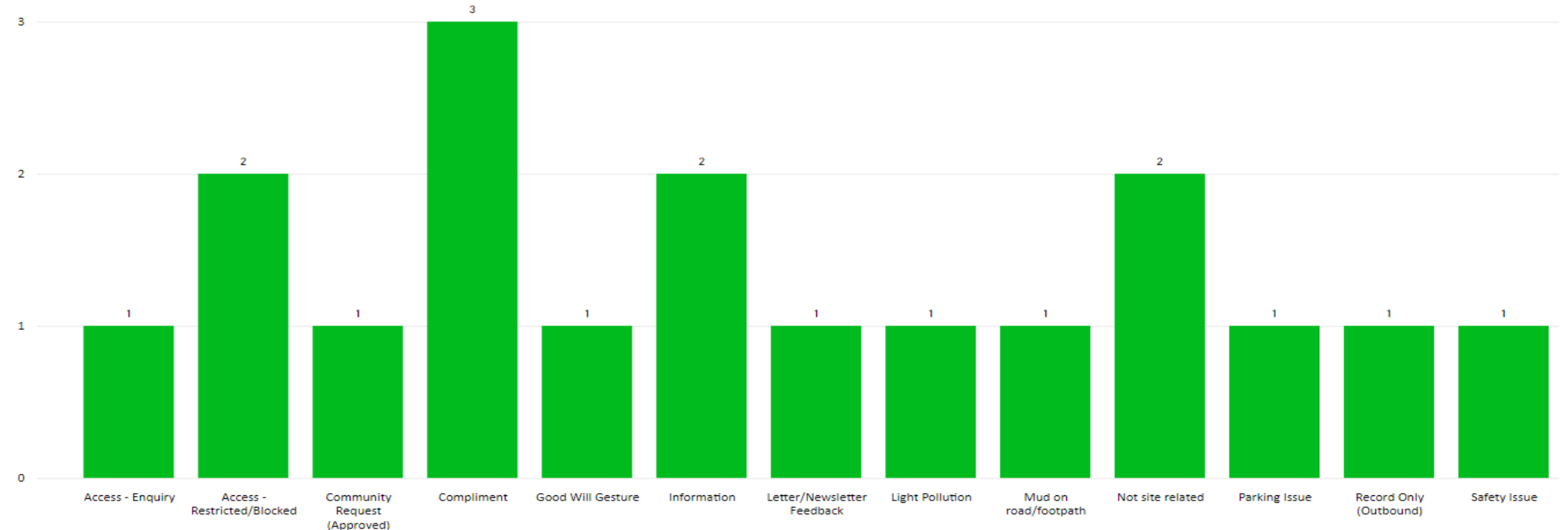
Month:	December 2024	Project Name:	Lakes Estate Renewal Project	Site Code:	LE22
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1. DATA SUMMARY

CRIS Calls Logged:



Subject Type of Calls Logged:



2. COMMUNICATIONS DATA

Letters	Microsite Hits	Participants	Value	Closing Communications Average Days
27,828 CUMULATIVE TOTAL	463 CUMULATIVE TOTAL	533 CUMULATIVE TOTAL	£2,810 CUMULATIVE TOTAL	0.3 LIVE PROJECTS (DAYS)
2,615 MONTHLY TOTAL	28 MONTHLY TOTAL	0 MONTHLY TOTAL	£0 MONTHLY TOTAL	0.1 THIS MONTH (DAYS)

3. KEY THEMES

Enquiries:		Complaints	
Tree removal		Road access – Burnmoor	
Window fitters		Road muddy - Burnmoor	
Duplicate newsletter		Parking - Burnmoor	

4. COMPLIMENTS

Summary of Enquiry	CRIS ID Reference	Date Received
Praise for workmen who fixed storm damaged fence.	010811	09/12/2024
Thank you for prompt reply and action on issue raised.	010838	11/12/2024
"Not all heroes wear capes - some wear hi-vis"! Huge thanks for assistance with medical emergency on public footpath	010839	12/12/2024

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

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	11/24	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	11/24	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	Process agreed with MKCC. Fund applications open until 31 st Jan 2025

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
010767	02/12/24	0	Complaint	Site lights	Site lights left on shine bright into bedroom	Site	Not site related	The issue is being caused by a fixed street light, not by site lights
010777	02/12/24	1	Enquiry	Window fitters enquiry	Who are the window fitters for GRAHAM as want some windows fitting	Information	Information	Passed on details of our window fitters
010771	02/12/24	0	Enquiry	Tree removal	Is the tree at the back of house being removed?	Information	Information	Informed resident that the tree is not being removed and footpath will go up to original tarmac edge
010779	03/12/24	0	Enquiry	Fire extinguisher against fence	Fire extinguisher and stand leaning against fence	Environment	Safety Issue	Passed to site manager to move
010782	03/12/24	1	Record Only	Ginnells letters	Delivery of letters to homes affected by ginnels	Information	Record Only (Outbound)	Letters hand delivered by Sam Key
010781	03/12/24	0	Record Only	Alleged fence damage	Alleged fence damaged	Site	Good Will Gesture	Investigated with site manager. Although the damage is not from our temporary heras fence line, we have agreed to replace the 1 broken feather edge board as a good will gesture
010783	04/12/24	0	Complaint	Road access	Road is dosed except for resident access but workers said she couldn't drive through	Customer Journey Impact	Access - Restricted/Blocked	Discussed with resident in person and apologised for the misunderstanding with the ground worker. Made workers doubly aware that there can be resident and emergency vehicle access, but they just need to explain that they need up to 15 mins to make the road safe and to put in the road plates
010810	05/12/24	0	Enquiry	Duplicate newsletter	Newsletter received is small A5 size but also received a new A4 size	Information	Letter/Newsletter Feedback	Investigated and the old newsletter company delivered 1/4 of the estate Octobers newsletter late due to sickness and delivery issues, and now the new company is delivering Novembers, therefore it seems like there's 2 newsletters going out to some
010803	06/12/24	0	Enquiry	Road closure / access	Query on road plates and road width	Customer Journey Impact	Access - Enquiry	Informed resident that this section will be tarmacked by COP Tuesday and that the road is temporarily closed so will need patience of 10-15 mins for workers to get road plates out and make area safe
010811	09/12/24	0	Compliment	Praise for workmen	Praise for workmen who fixed storm damaged fence	Information	Compliment	Compliment recorded and passed on to team
010806	09/12/24	0	Record Only	Fallen fence assistance	Residents fence has blown apart and posts snapped due to storm Darragh - can we assist?	Information	Community Request (Approved)	As a good will/neighbourly gesture, we have assisted with a temporary fix for the fence
010838	11/12/24	0	Compliment	Compliment	Thank you for prompt reply and action on issue raised	Information	Compliment	Compliment recorded
010831	11/12/24	0	Complaint	Site lights	Site boundary flood lights are too bright into road	Environment	Light Pollution	Passed to site manager to adjust light beams
010839	12/12/24	0	Compliment	Thanks for help with medical emergency	"Not all heroes wear capes - some wear hi-vis"! Huge thanks for assistance with medical emergency on public footpath	Information	Compliment	Thanks recorded and passed on
010909	12/12/24	0	Record Only	Road Closure	Resident unhappy about having to wait with road closure	Customer Journey Impact	Access - Restricted/Blocked	Logged for information
010878	17/12/24	0	Complaint	Road sweeper	Road was left dirty after workers left on Saturday	Environment	Mud on road/footpath	Requested road brush to do extra sweeps while extended road drainage is being completed
010921	18/12/24	0	Complaint	Parking	Workers are parking in Burnmoor Close	Customer Journey Impact	Parking Issue	Informed resident that I would speak with subcontracting team and site manager. Although we are unable to police a public parking area, we will bring it up
010911	18/12/24	0	Complaint	Rats	Rats in garden	Site	Not site related	No rats nests have been disturbed in the construction process. Nothing further to action