

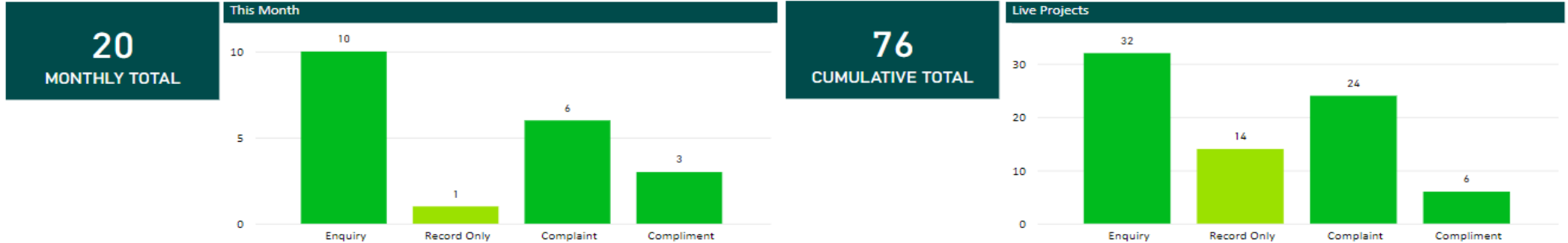
Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

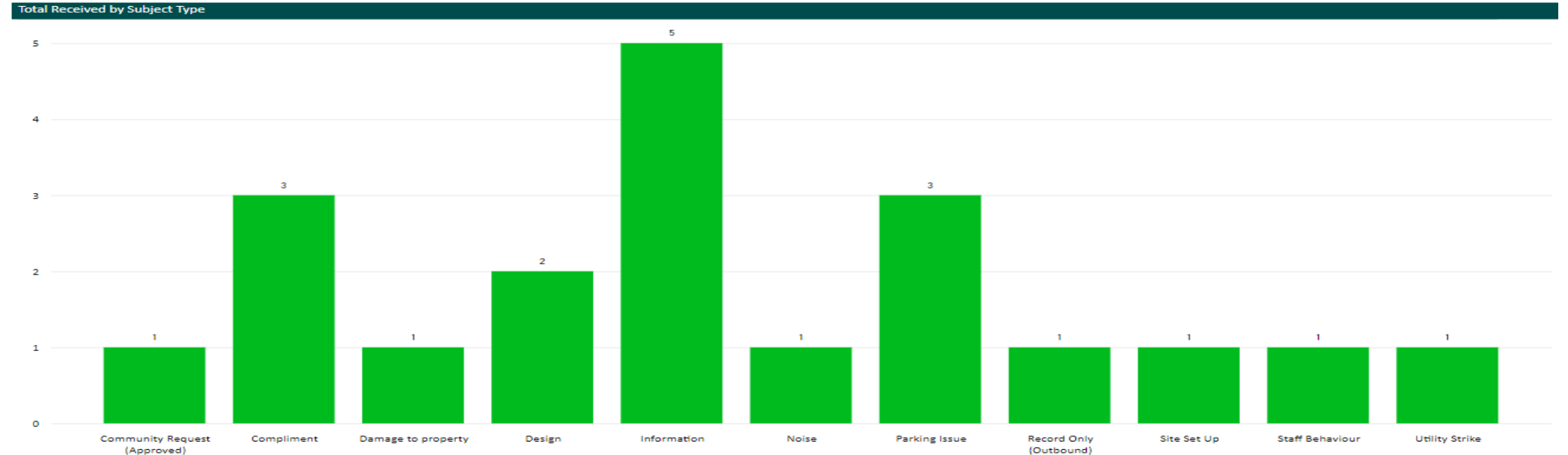
Month:	June 2024	Project Name:	Lakes Estate Renewal Project	Site Code:	LE22
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1. DATA SUMMARY

CRIS Calls Logged:



Subject Type of Calls Logged:



Communications Data:

Closing Communications Average Days

Letters

Microsite Hits

Participants

Value

0.4
LIVE PROJECTS (DAYS)

12,540
CUMULATIVE TOTAL

225
CUMULATIVE TOTAL

138
CUMULATIVE TOTAL

£1,920
CUMULATIVE TOTAL

2,500
MONTHLY TOTAL

150
MONTHLY TOTAL

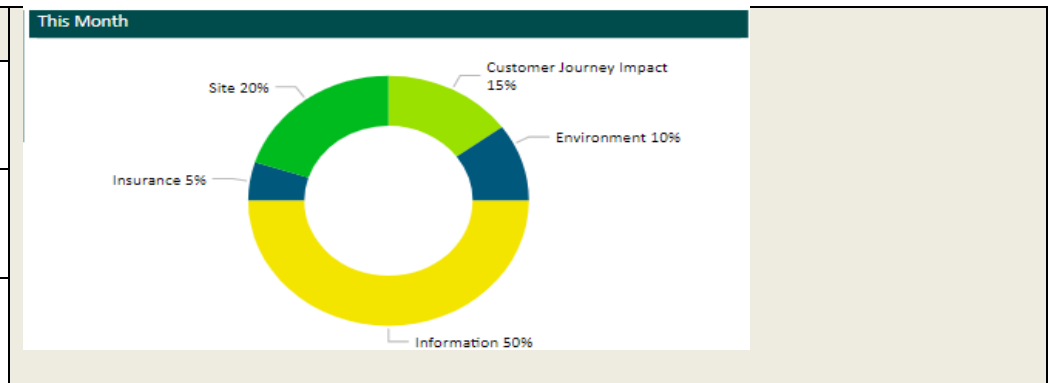
12
MONTHLY TOTAL

£118
MONTHLY TOTAL

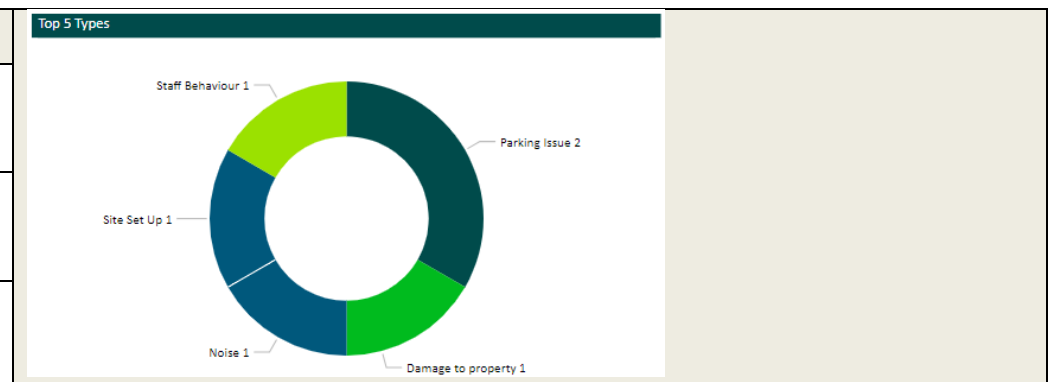
0.2
THIS MONTH (DAYS)

2. KEY THEMES

Enquiries:	
1	Work / job opportunity
2	House layout / designs
3	Soil request



Complaints:	
1	Parking
2	Noise
3	Visibility / Site set up



3. COMMUNITY ACTIVITIES PLANNED FOR NEXT MONTH

1	Ongoing weekly drop-in surgery @ Spotlight – Thursdays 10am-11am alongside Cllr Khan and Mears
2	Attendance at community Health & Wellbeing event hosted by Mariee Wymer on 25 th July.

4. COMMUNITY ACTIVITIES CARRIED OUT DURING MONTH

Community Activity Heading	
<p>2 weekly drop-in surgeries at Spotlight alongside Mears and Cllr Khan.</p> <p>Ongoing resident support via email, phone and in person for complaints, enquiries and complements, all of which are logged in CRIS.</p> <p>Attendance at monthly LERF (Lake Estate Renewal Forum) meeting, with RLO updates and CRIS reporting.</p> <p>Bi-weekly catch-up meeting with Zulf and Mariee.</p> <p>Attendance at Local of the Lakes AGM.</p>	
Image 1	Image 2

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	RLO will be available 5 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	5/24	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	5/24	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	In discussion with ZA	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	18 th June 2024 at Civic Centre alongside Suez & JH Hopkins
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 steering group (WR, ZA, SC & Emily D)

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

CRIS Report - June 2024										
GRAHAM ID	Project ID	Date Received	Date Responded	Number Of Days To Respond	Initial Category	Subject	Summary of Enquiry	Subject Theme	Subject Type	Action Taken
009584	The Lakes	03/06/2024	03/06/2024	0	Complaint	Broken fence slat	Our heras panel had been attached to fence but it has now snapped	Insurance	Damage to property	New featheredge fence panels ordered and replaced broken ones
009598	The Lakes	04/06/2024	04/06/2024	0	Complaint	Public indecency	Men in hi-vis spotted urinating in public. Could be GRAHAM subcontractors	Site	Staff Behaviour	Toolbox talks to be given explaining seriousness of this and potential prosecution if caught
009631	The Lakes	07/06/2024	10/06/2024	3	Complaint	Parking	Parking around development area	Customer Journey Impact	Parking Issue	Asked subcontractors to park considerate when parking
009637	The Lakes	10/06/2024	10/06/2024	0	Enquiry	New houses design	Would like to know what houses at Burnmoor are going to look like	Site	Design	Sent over design drawing of houses
009709	The Lakes	11/06/2024	11/06/2024	0	Enquiry	Job opportunity	Is there a newly qualified electricians job available?	Information	Information	Passed details onto relevant subcontractor
009672	The Lakes	12/06/2024	12/06/2024	0	Compliment	Compliment over works	Compliment on construction journey so far. Gate man is excellent and always polite. Everywhere is clean and tidy and everything is coming along nicely	Information	Compliment	Passed on compliment to team involved
009663	The Lakes	12/06/2024	12/06/2024	0	Enquiry	Contractor parking	Can contractors part in car park over, which is designed for shops which have now shut down	Customer Journey Impact	Parking Issue	Informed subcontractors to park more considerately
009676	The Lakes	14/06/2024	14/06/2024	0	Compliment	Thanks for support	Appreciation of support with promotion of local event	Information	Compliment	Compliment recorded. Promotion of event on heras fencing, on newsletter and on microsite
009680	The Lakes	14/06/2024	14/06/2024	0	Record Only	Abuse by resident	Resident entered site office shouting and being abusive	Information	Record Only (Outbound)	Escorted from premises
009708	The Lakes	17/06/2024	17/06/2024	0	Enquiry	Job opportunity	Are there any bricklaying jobs?	Information	Information	Took details and passed to bricklaying contractor
009682	The Lakes	17/06/2024	17/06/2024	0	Enquiry	Layout query	Landscape query between Empingham Close and new Melfort Drive site	Site	Design	Informed resident of layout once construction is complete
009683	The Lakes	17/06/2024	18/06/2024	1	Enquiry	Power cut	Power cut on Saturday on Lakes estate - request for information	Environment	Utility Strike	Keith McCahon responded with H&S investigation findings
009694	The Lakes	18/06/2024	18/06/2024	0	Compliment	Gate man compliment	Complement of gate man at Melfort Drive site. Makes my morning. Always happy and polite and even doths his hat!	Information	Compliment	Compliment passed on to gateman and management
009703	The Lakes	18/06/2024	18/06/2024	0	Complaint	Dangerous road condition	Complaint sent to MKCC customer services saying compound is making crossing the road very dangerous	Site	Site Set Up	Moved fence for better visibility
009704	The Lakes	18/06/2024	18/06/2024	0	Enquiry	Soil request	Is there any spare soil for nursery "mud kitchens"	Information	Community Request (Approved)	1 ton bag of soil delivered
009714	The Lakes	20/06/2024	20/06/2024	0	Enquiry	Disabled access flats	At weekly drop-in surgery. Are there going to be ground floor disabled access flats with shower/wet rooms built?	Information	Information	Found information about which flats have disabled bathrooms with showers and informed resident
009718	The Lakes	20/06/2024	20/06/2024	0	Enquiry	House layouts and locations	Enquiry on house sizes	Information	Information	Showed resident site layout including house sizes
009712	The Lakes	20/06/2024	20/06/2024	0	Complaint	Noise disturbance	Noise from site starting prior to 8am	Environment	Noise	Reiterated to subcontractors to not start work before 8am and to be considerate with noise when they arrive at work in a residential area. Plus escalated about deliveries prior 9am
009722	The Lakes	20/06/2024	20/06/2024	0	Complaint	Parking	Vehicles parking blocking road crossing path	Customer Journey Impact	Parking Issue	Informed subcontractors to ensure they don't block road crossing pathway when parking
009723	The Lakes	21/06/2024	21/06/2024	0	Enquiry	Flytipping	Insulation has been dumped in a bush by our workers	Information	Information	Responded that either this is not our materials, or it has been stolen and dumped, but either way we will clear it