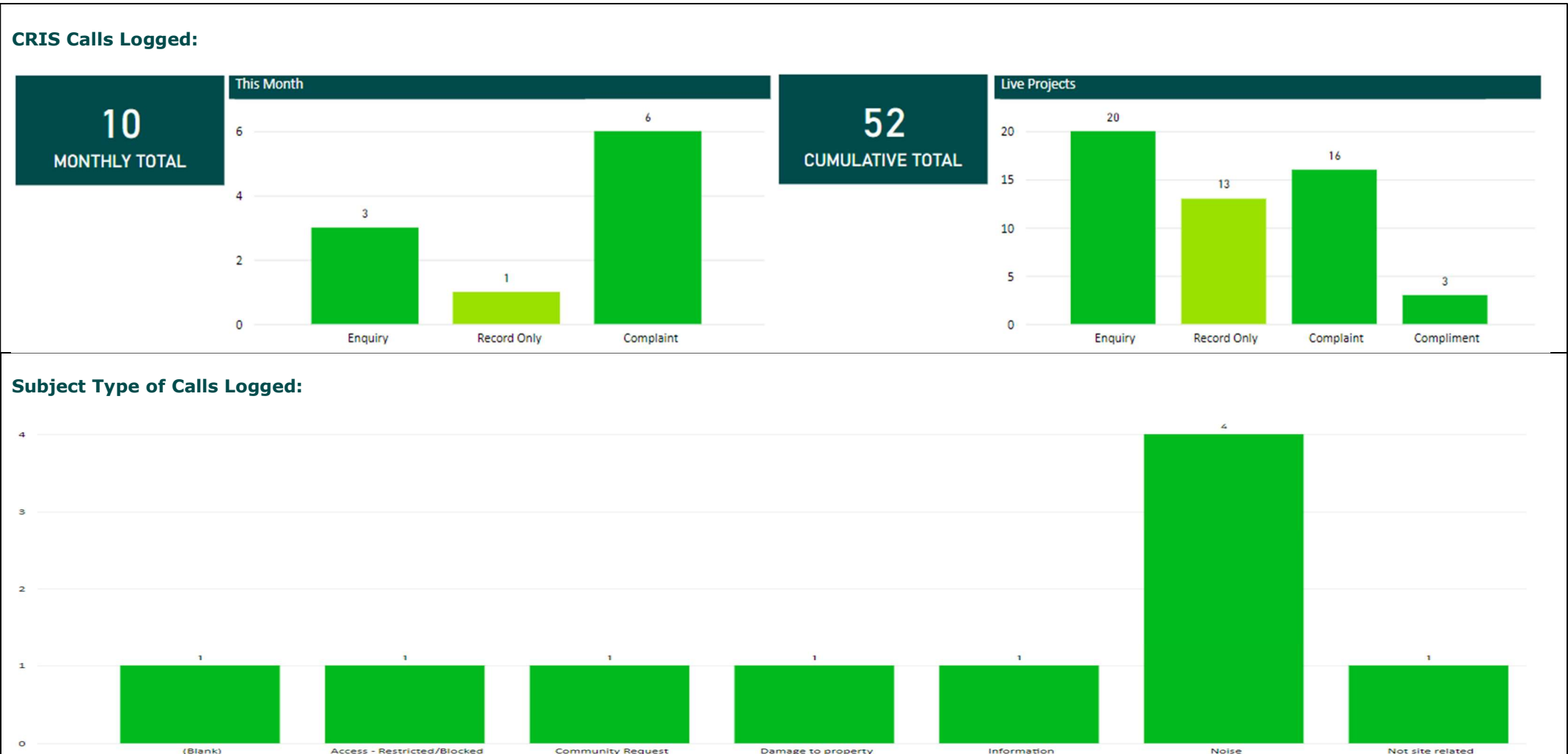


Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

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

1. DATA SUMMARY



Communications Data:

Closing Communications Average Days

Letters

Microsite Hits

Participants

Value

12,540
CUMULATIVE TOTAL

75
CUMULATIVE TOTAL

138
CUMULATIVE TOTAL

£1,857
CUMULATIVE TOTAL

0.4
LIVE PROJECTS (DAYS)

2,500
MONTHLY TOTAL

22
MONTHLY TOTAL

(Blank)
MONTHLY TOTAL

(Blank)
MONTHLY TOTAL

1.5
THIS MONTH (DAYS)

2. KEY THEMES

Enquiries:		This Month
1	Work / job opportunity	<p>A donut chart titled 'This Month' showing the distribution of enquiry themes. The segments are: Environment (40%, dark blue), Site (30%, green), Information (20%, yellow), and Insurance (10%, light blue).</p>
2	Housing allocations	
3	Noise dampening	

Complaints:		Top 5 Types
1	Generator noise	<p>A donut chart titled 'Top 5 Types' showing the distribution of complaint types. The segments are: Noise (3, dark blue), Driver Behaviour (1, green), Damage to property (1, light blue), and Access - Restricted/Blocked (1, yellow).</p>
2	Vehicle damage / stone chip	
3	Footpath closure	

3. COMMUNITY ACTIVITIES PLANNED FOR NEXT MONTH

1	Ongoing weekly drop-in surgery @ Spotlight – Thursdays 10am-11am alongside Cllr Khan and Mears
2	Meeting arranged with Drayton Park Primary School to discuss site visit
3	

4. COMMUNITY ACTIVITIES CARRIED OUT DURING MONTH

Community Activity Heading	
<p>Weekly drop-in surgery at Spotlight alongside Mears and Cllr Khan.</p> <p>Meeting with Drayton Park Primary School to discuss site visit and support.</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>Walk around new developments with MKCC housing & allocations officer to give her understanding of site layouts and locations.</p> <p>Bi-weekly catch-up meeting with Zulf and Mariee.</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	4/24	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 3 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	3/24	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		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 & JBHopkins
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	

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

CRIS Report - May 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
009363	The Lakes	03/05/2024	07/05/2024	4	Complaint	Car bonnet damage	Allegation of damage to vehicle bonnet caused by stones on the road	Insurance	Damage to property	No evidence to substantiate claim
009372	The Lakes	07/05/2024	07/05/2024	0	Complaint	Footpath closure	Footpath has been closed at rear of property	Site	Access - Restricted/Blocked	Amendment to works programme being made
009412	The Lakes	09/05/2024	13/05/2024	4	Complaint	Construction noise	Complaint about construction noise and query if there is compensation	Environment	Noise	Responded that unfortunately there is no compensation
009386	The Lakes	09/05/2024	09/05/2024	0	Record Only	School site visit discussions	Discussions for site visit arrangements	Information	Community Request	Meeting arranged
009486	The Lakes	14/05/2024	17/05/2024	3	Complaint	Machine squeaking	Orange Hitachi digger making noise	Environment	Noise	Acoustic mats ordered for fence
009462	The Lakes	16/05/2024	16/05/2024	0	Enquiry	Machine Noise	Anything we can do to lessen noise disruption?	Environment	Noise	Acoustic matting ordered for fencing outside house.
009531	The Lakes	24/05/2024	28/05/2024	4	Enquiry	Housing allocations	What date will new house be available	Site	Not site related	Referred to MKCC Housing Allocations Team
009562	The Lakes	30/05/2024	30/05/2024	0	Enquiry	Work opportunity	Crane slinger and driver vacancy enquiry	Information	Information	Directed towards our recruiting agency
009565	The Lakes	30/05/2024	30/05/2024	0	Complaint	Generator noise	Complaint about noise from generator	Environment	Noise	Acoustic barrier mats ordered
009571	The Lakes	30/05/2024	30/05/2024	0	Complaint	Driver conduct	Subcontractor minibus driver spitting out gum	Site	Driver Behaviour	Spoke with subcontractor senior project manager to find out who this is and give a verbal warning