

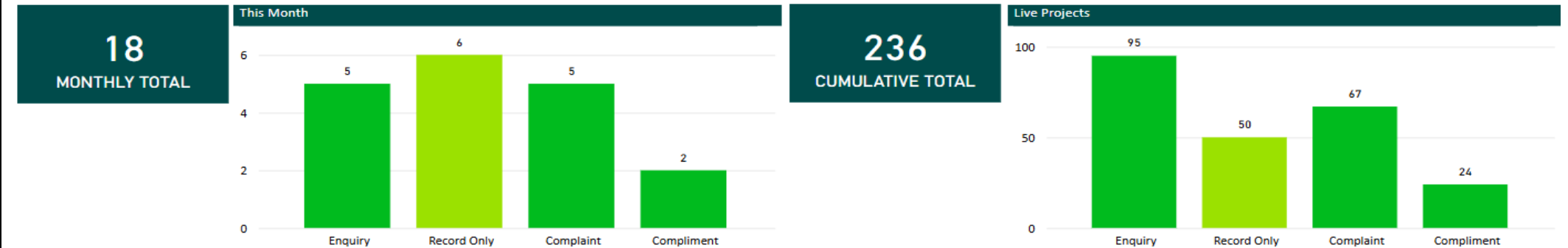
# Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

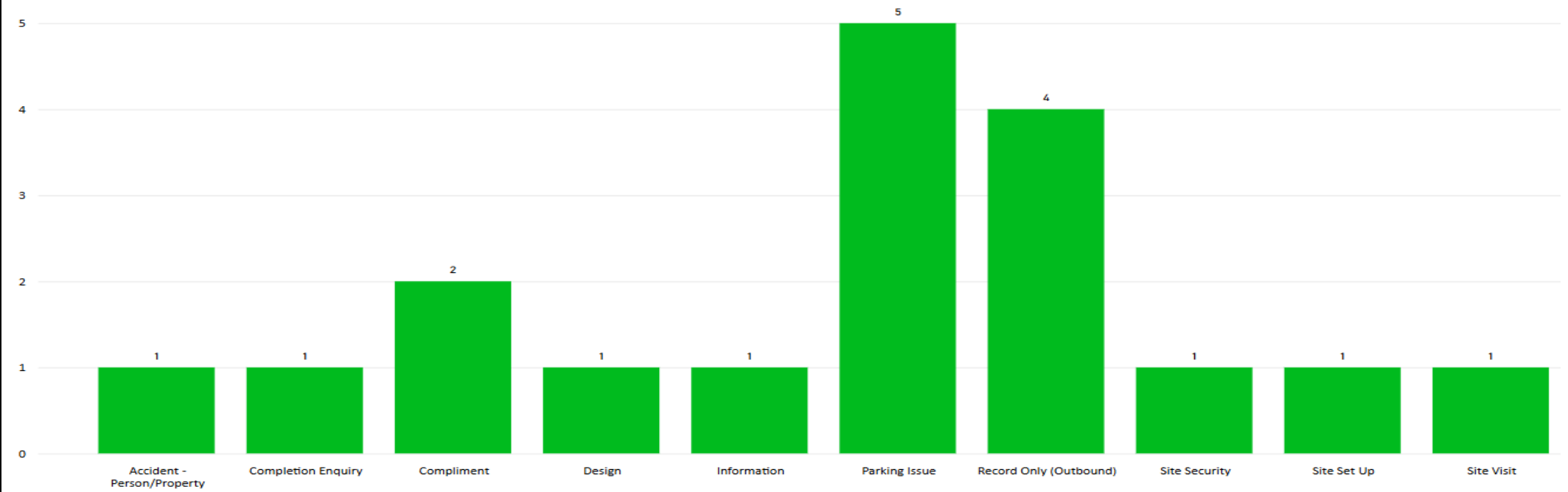
Month:	Mar 2025	Project Name:	Lakes Estate Renewal Project	Site Code:	LE22
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## 1. DATA SUMMARY

### CRIS Calls Logged:



### Subject Type of Calls Logged:



## 2. COMMUNICATIONS DATA

Letters		Microsite Hits	Participants	Value	Closing Communications Average Days
35,385 CUMULATIVE TOTAL		647 CUMULATIVE TOTAL	568 CUMULATIVE TOTAL	£2,810 CUMULATIVE TOTAL	0.2 LIVE PROJECTS (DAYS)
2,500 MONTHLY TOTAL		61 MONTHLY TOTAL	35 MONTHLY TOTAL	£0 MONTHLY TOTAL	0.0 THIS MONTH (DAYS)

## 3. KEY THEMES

Enquiries:		Complaints:	
New housing		Parking	
Parking		Scooter accident	
Footpath closures		Privacy	

## 4. COMPLIMENTS

Summary of Enquiry	CRIS ID Reference	Date Received
Thanks for conducting walk around for MP, labour press office, and MKCC press office.	011278	03/03/2025
Thanks for chatting at drop-in surgery and giving careers advice and emailing helpful links.	011448	27/03/2025

## 5. COMMUNITY ACTIVITIES – THIS PERIOD AND ONGOING

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	Warren Park Play Equipment Consultation 1 <sup>st</sup> to 15 <sup>th</sup> April with in person consultation inc Tri on 8 <sup>th</sup> April
4	Warren Park Play Equipment Consultation with Water Hall, Drayton Park, and Bishop Parker primary schools

## 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		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		Ongoing
Customer Relations Information System (CRIS)	Logging of issues, concerns, enquiries, complaints, compliments, and proactive works. Responses required to customer within 5 days	Monthly		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	2/4 available now	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

## 7. COMMUNITY ENGAGEMENT PLAN PROGRESS & UPDATES

What	How	Our aim	When	Progress
<b>Health &amp; Wellbeing Workshops</b>	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 <sup>th</sup> July
<b>Meet the Buyer Event</b>	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 <sup>th</sup> June 2024
<b>Accredited Construction Training Session</b>	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 Level 1 vocational skills course complete. H&S CSCS course to run Autumn 2025
<b>Apprenticeships</b>	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	Paid summer placements instead of apprenticeships
<b>Working with the local schools</b>	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
<b>Planned Site Visits</b>	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 <sup>st</sup> visit Friday 18 <sup>th</sup> October 2024 sucessfully completed
<b>Community &amp; Lasting Impact Innovation Fund</b>	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	Awardees notified. Awaiting presentations

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

CRIS ID	Date Received	Days To Respond	Initial Category	Subject	Summary of Enquiry	Subject Theme	Subject Type	Action Taken
011453	31/03/25	0	Complaint	Privacy	Concerns over lack of privacy with balcony/top of steps from site office facing garden.	Site	Site Set Up	Responded that we will get a screen put up
011479	31/03/25	0	Enquiry	Parking	A car is parked over the footpath. It could be a resident but could you see if it is a worker too please.	Customer Journey Impact	Parking Issue	Checked with site manager but by the time he looked the car had gone so most likely not one of our workers as it was the middle of the day.
011448	27/03/25	0	Compliment	Careers advice thanks	Thanks for chatting at drop-in surgery and giving careers advice and emailing helpful links.	Information	Compliment	Compliment recorded
011390	24/03/25	0	Enquiry	New housing	Customer enquiring how to get one of the new houses.	Information	Information	Informed resident to contact housing at MKCCC.
011409	24/03/25	0	Record Only	School visit	School visit to show Warren Park play equipment design.	Information	Record Only	Visit booked in for Thursday 3rd April.
011411	24/03/25	0	Record Only	School visit	School visit to reveal Warren Park play equipment design.	Information	Record Only	Visit booked in for Wednesday 2nd April.
011389	24/03/25	0	Enquiry	Footpath Closure Enquiry	Asking when footpath is reopening.	Information	Completion Enquiry	Informed I delivered a letter 2 weeks ago stating closure would be extending to early April.
011414	24/03/25	0	Record Only	School visit	Visit to school to reveal Warren Park play equipment.	Information	Record Only	Awaiting confirmation on date I can visit school.
011413	20/03/25	0	Enquiry	Parking on Windermere Drive query	Enquiry about parking on Windermere Drive, especially around school drop off / pick up times.	Customer Journey Impact	Parking Issue	Informed resident that there are no parking issues that end of Windermere Drive that are caused by contractors parking. It is always people dropping off / picking up from Drayton Park School.
011416	19/03/25	0	Record Only	Site layout query	Resident asking to visit home with site layout and drawings as they have been unable to make meetings.	Site	Site Visit	Home visit booked for 24/03/25.
011370	17/03/25	0	Complaint	Various parking concerns	Concerns around lorries coming down narrow roads and inconsiderate parking.	Customer Journey Impact	Parking Issue	Informed resident that we don't use Tummel Way for deliveries but I have witnessed several deliveries for residents. We are also keeping a close eye on parking although a lot of the time it is residents parking inconsiderately.
011365	14/03/25	0	Complaint	Parking complaint	Resident complaining about how people are parking in and around car park.	Customer Journey Impact	Parking Issue	Asked site manager to investigate. Particular car in question was a residents vehicle as witnessed by SM. Reiterated to subcontractors to park considerately.
011357	12/03/25	0	Complaint	Parking	Complaint that workers vans are parked on the road.	Customer Journey Impact	Parking Issue	Informed resident we do use all available parking options before parking on the road.
011355	11/03/25	0	Record Only	Road rage incident	Road rage incident between resident and flat bed recovery truck picking up broken down van. This van was not from our site.	Information	Record Only	Recorded for information.
011337	10/03/25	0	Record Only	Van break in	In the space of 2 minutes from parking up, nipping into site to use toilet and then coming back to van to get tools out, someone had cut a hole into the door in the van, opened the door and run off with tools. Scattered empty tool boxes were found around the area later in the day.	Site	Site Security	Logged for information.
011295	05/03/25	0	Enquiry	Footpath closure query	Query how much longer footpath is going to be closed for.	Site	Design	Informed resident footpath would be closed for a further 3 weeks.
011285	04/03/25	0	Complaint	Scooter accident	Resident has fallen off electric scooter ridden on the road, broken scooter and hurt hand. Said it was because we are cleaning the road too much, that it isn't dirty, and road was wet.	Insurance	Accident - Person/Property	Informed resident to proceed through insurance or report to authorities.
011278	03/03/25	0	Compliment	Thanks for site walk around	Thanks for conducting walk around for MP, labour press office, and MKCC press office.	Information	Compliment	Recorded for information.