

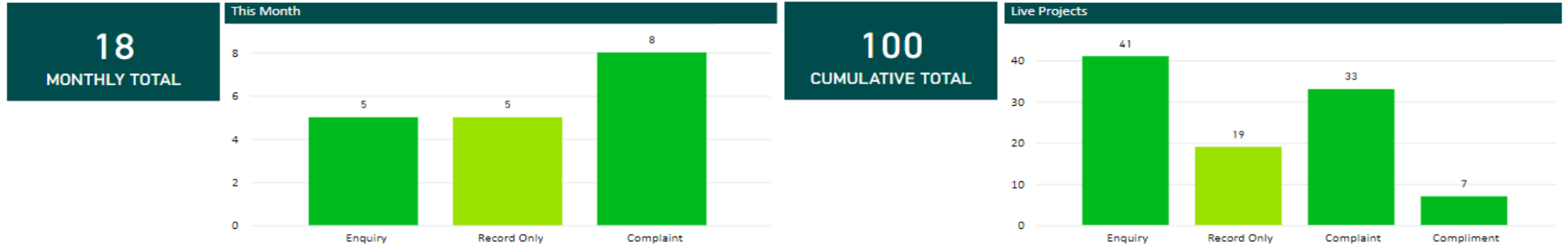
Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

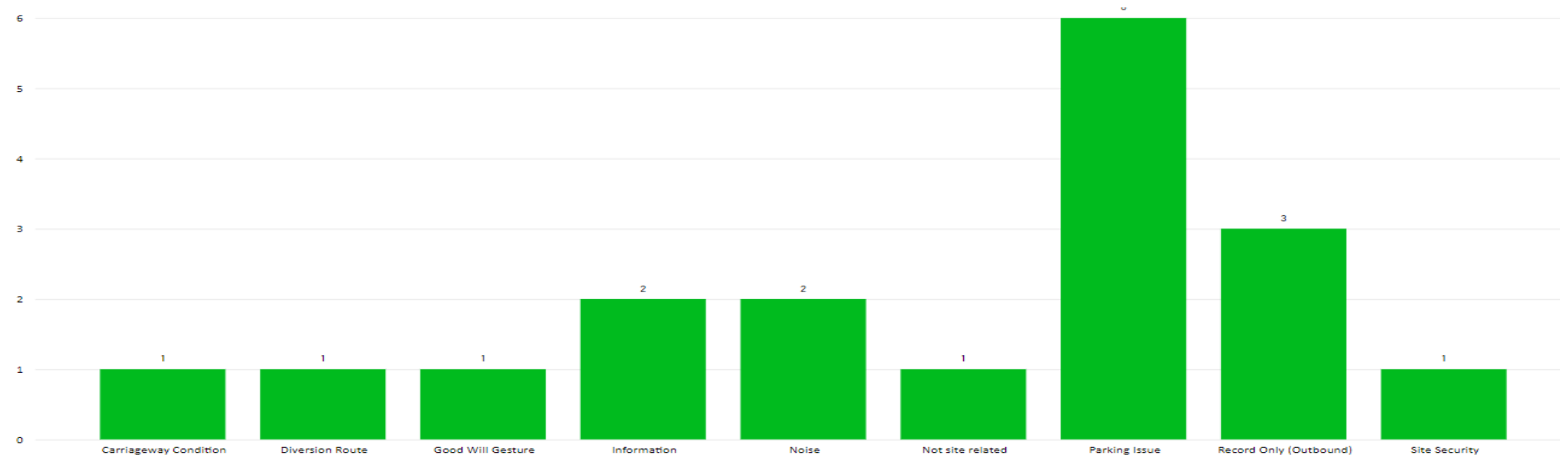
Month:	August 2024	Project Name:	Lakes Estate Renewal Project	Site Code:	LE22
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1. DATA SUMMARY

CRIS Calls Logged:



Subject Type of Calls Logged:



Communications Data:

Closing Communications Average Days

Letters

65,070

CUMULATIVE TOTAL

2,530

MONTHLY TOTAL

Microsite Hits

317

CUMULATIVE TOTAL

29

MONTHLY TOTAL

Participants

513

CUMULATIVE TOTAL

(Blank)

MONTHLY TOTAL

Value

£2,760

CUMULATIVE TOTAL

£0

MONTHLY TOTAL

0.4

LIVE PROJECTS (DAYS)

0.3

THIS MONTH (DAYS)

2. KEY THEMES

Enquiries:		
1	Commercial interest in new retail units	
2	Housing assessment enquiry	
3	Broken ramp	

Complaints:		
1	Noise – workers noise on site before 8am and being noisy standing outside waiting to start	
2	Parking – all sites having issues with parking this month. Exacerbated by school summer holidays	
3		

3. COMMUNITY ACTIVITIES PLANNED FOR NEXT MONTH

1	Ongoing weekly drop-in surgery @ Spotlight – Thursdays 10am-11am alongside Cllr Khan and Mears
2	Property colour suite consultation
3	SCSG meeting & LERF meeting

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>Images</p>

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		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	7/24	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	7/24	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	1/4	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	Supported 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	Completed 18/06/24
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 ongoing
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	Autumn 2024 working with Sir Herbert Leon and MK College
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	1 st visit 18 th October 24
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 Ibbie

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

CRIS Report - August 2024

GRAHAM ID	Date Received	Number Of Days To Respond	Initial Category	Subject	Summary of Enquiry	Subject Theme	Subject Type	Action Taken
010033	05/08/2024	0	Enquiry	Ramp and diversion	Plywood ramp broken	Customer Journey Impact	Diversion Route	Explained we can't be responsible for residents parking on a piece of ply and that it is dangerous anyway. Told him where diversion through shops is and reassured we aren't here to make life difficult
010022	05/08/2024	0	Record Only	Broken manhole	BT manhole cover is broken	Site	Carriageway Condition	Reported to BT
010023	05/08/2024	0	Record Only	Ramp	Plywood ramp is being broken by parked cars	Site	Not site related	Removed broken plywood
010025	05/08/2024	0	Complaint	Plant Parking	Customer complaining that we are leaving plant machinery in residential parking bays	Customer Journey Impact	Parking Issue	Reported to subcontractor. Will not happen again
010043	08/08/2024	0	Enquiry	Housing assessment	I can't get hold of housing needs at the council. When will I receive my housing assessment?	Information	Information	Contacted housing needs team and asked them to contact resident. Assessment now booked in for 2 working days time
010045	08/08/2024	0	Enquiry	Fence line	The fencing has meant that the council grass cutters cannot get all weeds. Can you cut them back or lay a path please	Site	Good Will Gesture	Responded to resident. Will trim this time but either they maintain or we move our fence line
010052	12/08/2024	0	Complaint	Parking	Parking should be for residents only	Customer Journey Impact	Parking Issue	Reiterated to subcontractors to not park in residents spaces
010068	13/08/2024	0	Complaint	Parking concerns	Subcontractors using parking in the area	Customer Journey Impact	Parking Issue	Reiterated that we have no control over where anyone parks but have asked subcontractors to be considerate and lift share where possible, and park work vans in site compound
010074	14/08/2024	1	Record Only	Nursery support	Visit to inform of upcoming footpath closure and to offer "construction" laminated print outs, hard hats, and hi-vis for the dressing up area	Information	Record Only (Outbound)	Items delivered as promised
010071	15/08/2024	0	Complaint	Noise complaint	Noise before 8am	Environment	Noise	Recorded for information. Teams were entering site at 7:30am to bring in tools. No works start before 8am
010073	15/08/2024	0	Complaint	Noise complaint	Workers noise before 8am outside flat	Environment	Noise	Spoke with resident and apologised for noise nuisance. Have asked subcontractors to gather at site hub in morning instead of outside A3
010107	16/08/2024	4	Complaint	Car parking	Parking concerns	Customer Journey Impact	Parking Issue	Reassured that there are future proof plans in place for increased site activity.
010077	16/08/2024	0	Enquiry	Retail space	Interest in retail space in new development	Information	Information	Asked Rahul Mundray to contact if relevant
010100	19/08/2024	0	Enquiry	Break in	Report of break in	Site	Site Security	Investigated and fences had been broken. Restored and reinforced fences
010158	20/08/2024	0	Record Only	Introduction	An introductory email was sent to request a face to face meeting with the stakeholder	Information	Record Only (Outbound)	Awaiting response for F2F meeting
010160	22/08/2024	0	Complaint	Parking issues	Limited parking in Burnmoor Close for residents due to subcontractors parking in it	Customer Journey Impact	Parking Issue	Ordered signs to put by spaces to deter non resident parking
010157	27/08/2024	0	Record Only	Fire Training	Fire Training in Happy Shopper and a flat	Information	Record Only (Outbound)	Notified subcontractors and project managers to ensure area is kept clear
010154	29/08/2024	0	Complaint	Parking concerns	No parking left on Burnmoor Close for residents due to builders parking their cars	Customer Journey Impact	Parking Issue	Emailed all subcontractors to not use parking in Burnmoor