

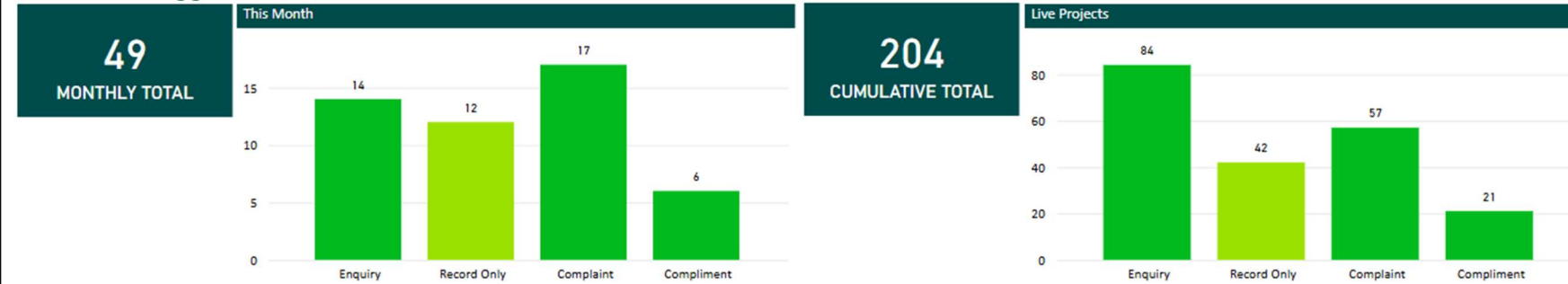
Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

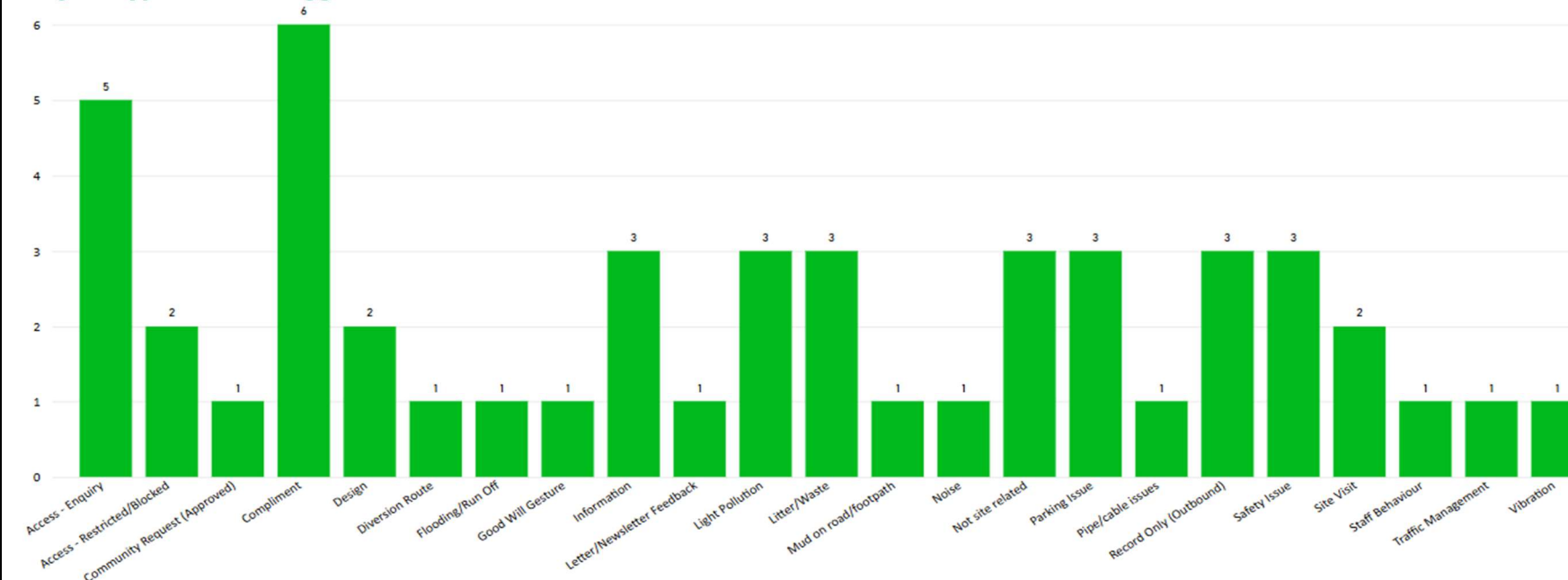
Month:	Nov 2024 – Jan 2025 Combined	Project Name:	Lakes Estate Renewal Project	Site Code:	LE22
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1. DATA SUMMARY

CRIS Calls Logged:



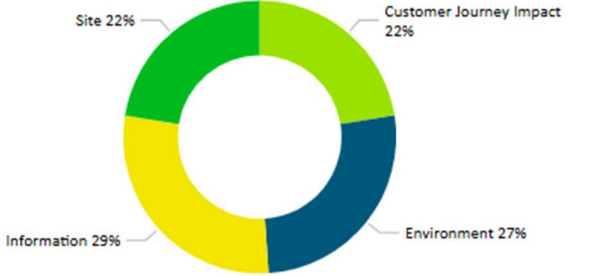
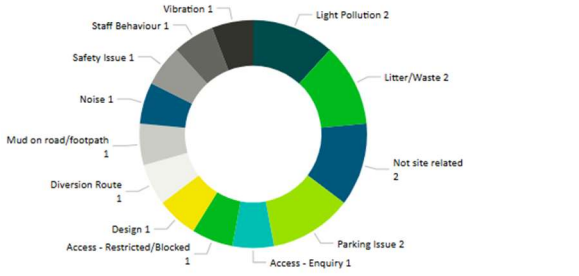
Subject Type of Calls Logged:



2. COMMUNICATIONS DATA

Letters	Microsite Hits	Participants	Value	Closing Communications Average Days
30,341 CUMULATIVE TOTAL	525 CUMULATIVE TOTAL	533 CUMULATIVE TOTAL	£2,810 CUMULATIVE TOTAL	0.3 LIVE PROJECTS (DAYS)
7,628 MONTHLY TOTAL	130 MONTHLY TOTAL	0 MONTHLY TOTAL	£0 MONTHLY TOTAL	0.1 THIS MONTH (DAYS)

3. KEY THEMES

Enquiries:		Complaints	
Road closures		Site lights	
Rats		Road access / parking / road conditions Burnmoor	
Fallen fences		Rubbish	

4. COMPLIMENTS

Summary of Enquiry	CRIS ID Reference	Date Received
Thank you for the lovely new front garden footpath.	010655	08/11/2024
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
Compliment on how well we are coming along with construction and how the site it is all neat and tidy and all the workers are courteous and polite.	010991	14/01/2025
NHS nurse came to site asking to borrow defib on 76 year old male.	011030	17/01/2025

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

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	12/24	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 6 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	12/24	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	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
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 commenced 20 th Jan 2025 as a 12-week programme in partnership with MKCC. 6 signed up but only 2 attended
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	Application window now closed. Applications in review stage

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

CRIS ID	Date Received	No. Of Days To Close	Initial Category	Subject	Summary of Enquiry	Subject Theme	Subject Type	Action Taken
011086	29/01/25	0	Enquiry	Stones being removed behind fence	The footpath is being widened behind property and there is a channel with stones in (which resident put in because council wouldn't maintain and trim bushes - 2004) and they want the stones back and are concerned about flooding as their garden is lower than the footpath	Site	Design	Informed resident we can put stones in a 1 ton bag if required and that the new footpath slopes away from the existing properties.
011062	28/01/25	0	Complaint	Tree root damage	Complaint that we are digging near trees and damaging roots.	Site	Design	Informed resident that we are installing a sub-station and that we do not damage trees unless there is no possible avoidance
011045	22/01/25	0	Enquiry	Ginnel gates	Concerned about installation of gate to alleyway as it will provide access for people to climb onto his flat roof and was never informed of this.	Customer Journey Impact	Access - Enquiry	Passed to Rahul for comment.
011050	22/01/25	0	Record Only	Power outage	Power outage to entire estate from 08:38.	Site	Pipe/cable issues	Logged for information. All resolved by 10:30. National Grid issue on existing cabling.
011029	21/01/25	0	Complaint	Sheelin Grove residents	1 property reporting vibrations and 1 reporting that we should be putting damp proofing along his garage.	Environment	Vibration	Responded to residents accordingly
011030	17/01/25	0	Compliment	Site defibrillator use	NHS nurse came to site asking to borrow defib on 76 year old male.	Information	Compliment	Card and plant given in thanks. Recorded for information.
011013	16/01/25	0	Record Only	Site walk around request	Site walk around request.	Site	Site Visit	Walk around booked in
010991	14/01/25	0	Compliment	Compliment	Compliment on how well we are coming along with construction and how the site it is all neat and tidy and all the workers are courteous and polite.	Information	Compliment	Compliment recorded.
011015	14/01/25	0	Complaint	Lighting on footpath	Complaint of no street lighting on footpath between Windermere A3 and Water Hall Primary School.	Environment	Safety Issue	Informed site team. Lighting should be in place by end of week once tarmacking is complete and power energised.
011016	14/01/25	0	Complaint	Site lights shining into bedroom	Site lights are shining into bedroom.	Environment	Light Pollution	Asked site manager to investigate. All site lights are turned off at the end of the day so not sure what light this refers to.
010978	13/01/25	0	Record Only	Water left on	Noticed that water supply has been left on so just wants to report it.	Environment	Flooding/Run Off	Logged for information. Checked all taps and all off.
011014	13/01/25	0	Record Only	Site walk around for MP	Site walk around for senior government member.	Site	Site Visit	Walk around booked in and completed
010951	08/01/25	0	Complaint	Car park closures	Not happy with car park areas being closed and asking if road plates could be utilised.	Customer Journey Impact	Access - Enquiry	Explained that the areas would stay closed until the completion of work, and temporarily covering so people can park imposes unnecessary H&S risk.
010929	06/01/25	0	Enquiry	Rat sightings	Rat sighting reported to Environmental Health. Are we aware of any issues or have anything in place to discourage visitation?	Site	Not site related	No sightings by site team or management of rats neither on site nor surrounding area. No food on site to attract them.
010944	06/01/25	0	Record Only	Footpath Closure Letters	Delivery of letters re footpath closure at Sheelin Grove / Melfort Way site boundary.	Information	Record Only (Outbound)	Recorded for information.

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
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
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
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.
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/neighbour gesture, we have assisted with a temporary fix for the fence
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.
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 people.
010783	04/12/24	0	Complaint	Road access	Road is closed 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
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 ginnells	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
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
010763	29/11/24	0	Enquiry	Ginnells	What happens if someone puts a chain or padlock on the gate at the end of the ginnels? Also were these ginnels on the original plans distributed to residents?	Customer Journey Impact	Access - Enquiry	Informed resident that it would become an estate management issue, but that these gates are going to have key fobs/pads
010724	25/11/24	0	Enquiry	Car park closure query	Enquiry asking where subcontractors are going to park when closures are in place.	Customer Journey Impact	Parking Issue	Informed resident that site manager will be speaking with all subbies to inform them to park elsewhere.
010723	23/11/24	0	Record Only	Fallen fence	Site fence fallen over on Windermere Drive by nursery school.	Environment	Safety Issue	Attended site and re-erected fence.
010764	23/11/24	0	Enquiry	Fallen fence	Fencing fallen in to road	Customer Journey Impact	Traffic Management	Fence re-erected
010691	18/11/24	0	Complaint	Lorries parking	Lorries parking along road making accessing parking spaces difficult.	Customer Journey Impact	Parking Issue	Asked site manager to speak with gateman and tell him to send lorries away and not allow them to back up.
010700	15/11/24	0	Complaint	Litter in Burnmoor	Resident reported to our site manager that he witnessed our workmen throw rubbish out of their van window.	Environment	Litter/Waste	Site manager apologised to resident and said he would do a toolbox to all subcontractors.
010680	14/11/24	0	Complaint	Rubbish in Menteith car park	Complaint about rubbish in Menteith car park.	Environment	Litter/Waste	I picked up a bag full of rubbish on the floor myself, but there was already a black bag dumped outside a back gate which most likely had split (which I did not pick up as I did not know contents). The majority of the rubbish was clearly childrens - lots of happy meal casings, goggles, childrens wig, lego etc - it seems like someones bag had split. So I picked up what I could as a good will gesture, but this is not the result of our workmen.
010683	13/11/24	0	Record Only	Dog poo bin	Dog poo bin bags left on footpath.	Environment	Litter/Waste	Reported to housing team.
010656	12/11/24	0	Complaint	Noise complaint	Cement generator left on over night is noisy.	Environment	Noise	Apologised that the bricklayers forgot to turn it off when they left. Reminded them to remember to do this going forward.
010684	12/11/24	0	Record Only	Abandoned vehicle	Reported abandoned vehicle.	Information	Record Only (Outbound)	Reported to environmental crime unit.
010652	11/11/24	1	Enquiry	Abandoned vehicle	There is an abandoned vehicle in the Burnmoor Close first car park.	Information	Information	Reported vehicle to MKCC Abandoned Vehicle unit.
010635	11/11/24	0	Enquiry	Query on road closure	Is school car park affected by road closure.	Customer Journey Impact	Access - Enquiry	Informed school that their car park is not affected as it is just Burnmoor close that is closed.
010636	11/11/24	0	Complaint	Issue with footpath closure	Path to doctors surgery is dangerous now footpath is closed.	Site	Diversion Route	Walked route and informed resident there are sufficient drop kerbs.
010654	08/11/24	0	Complaint	Invasion of privacy	Please ask workmen on site to stop looking out from scaffolding into houses.	Site	Staff Behaviour	Informed site manager who spoke with managers of all teams to respect privacy and turn backs, even if not looking into houses.
010655	08/11/24	0	Compliment	New front garden footpath	Thank you for the lovely new front garden footpath.	Information	Compliment	Compliment recorded.
010589	01/11/24	0	Enquiry	Site lights	High beam light on scaffold shining down on houses at Empingham Close.	Environment	Light Pollution	Informed resident we will angle lights down as these are on for security.

