

Stakeholder & Community Engagement Project Summary

PF32-PR32-01-F004-C

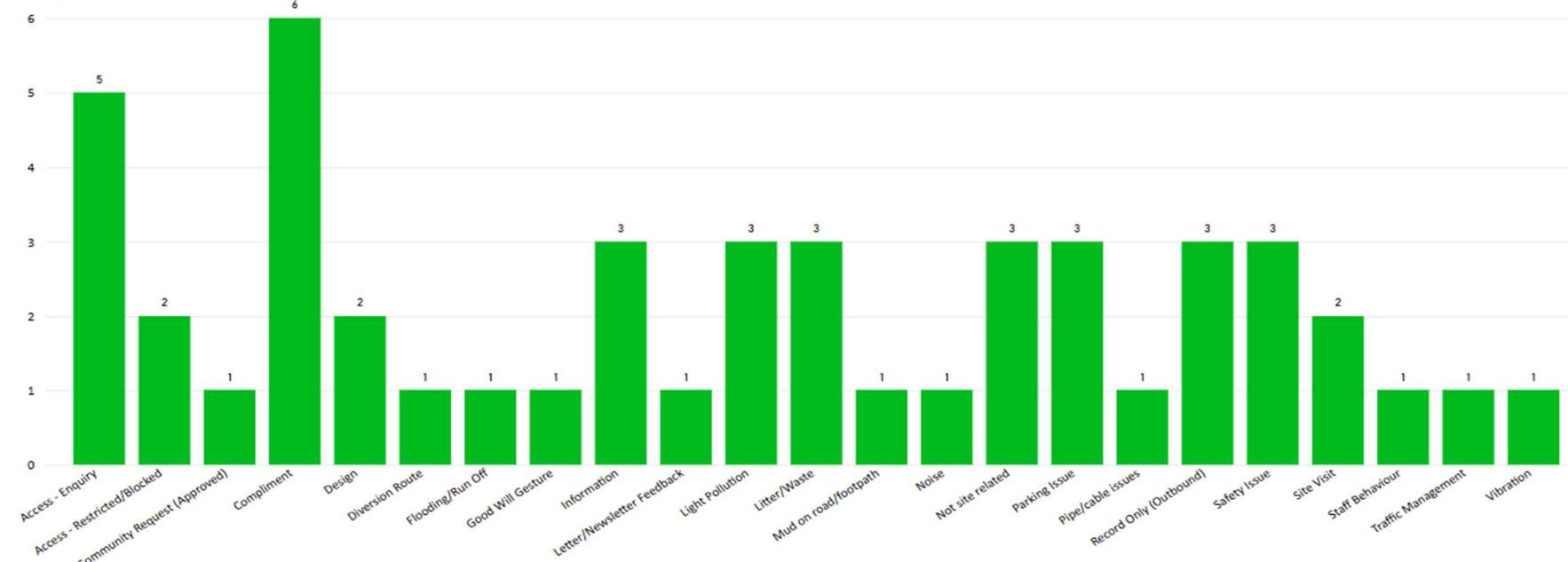
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|---------------|------------------------------|----------------------|------------------------------|-------------------|------|
| Month: | Nov 2024 – Jan 2025 Combined | Project Name: | Lakes Estate Renewal Project | Site Code: | LE22 |
|---------------|------------------------------|----------------------|------------------------------|-------------------|------|

1. DATA SUMMARY

CRIS Calls Logged:



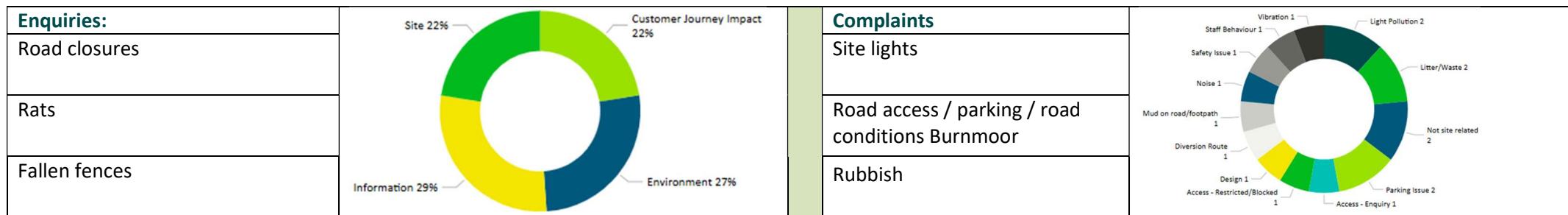
Subject Type of Calls Logged:



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



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 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 tarmac 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. |

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|--------|----------|---|-------------|--|--|-------------------------|------------------------------|---|
| 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 ginnels | 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. |

