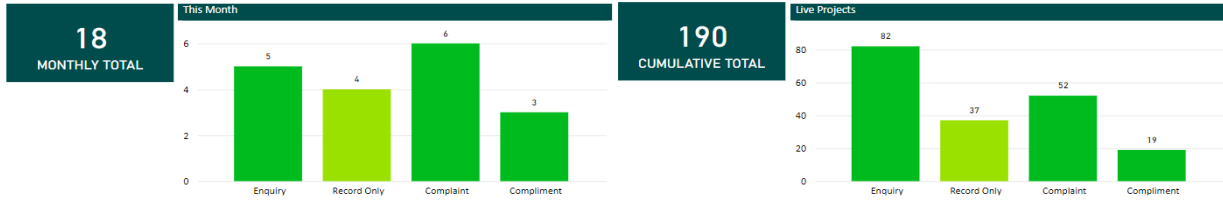


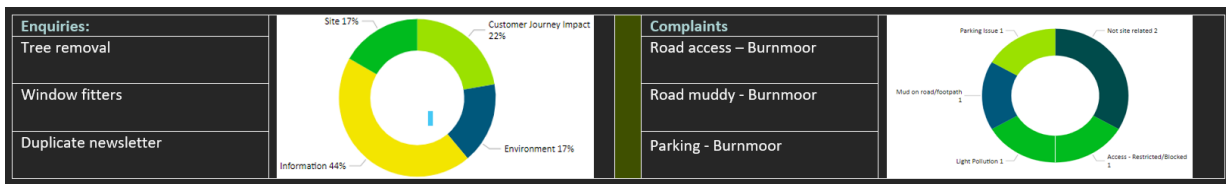
8.0 SOCIAL & ECONOMIC REGENERATION RLO

8.1 RLO Update (See appendix 5 for full report)

1. CRIS CALLS LOGGED



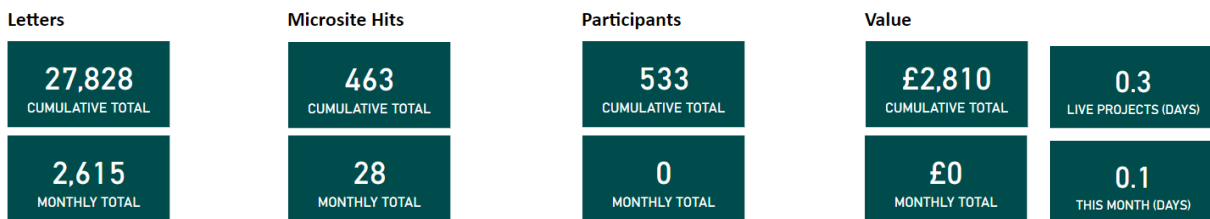
2. KEY THEMES FROM CRIS



3. COMPLIMENTS

Summary of Enquiry	CRIS ID Reference	Date Received
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

4. COMMUNICATIONS DATA & CLOSING COMMUNICATIONS AVERAGE DAYS



5. COMMUNITY ACTIVITIES PLANNED FOR NEXT MONTH

1	Weekly drop-in surgery @ Spotlight – Thursdays 10am-11am alongside Cllr Khan
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6. COMMUNITY ACTIVITIES CARRIED OUT DURING MONTH

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

7. RESIDENT LIAISON OFFICER KPI'S

Activity	Description	Frequency	Status	Progress
RLO to be available min 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	11/24	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	5 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	11/24	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, residents' Impact Bulletin, road closures and anything else deemed relevant	As and When	10 boards around site	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

8.2 Social Value Update

Local Jobs - 42/10

This target has been exceeded. At last count there were 42 people from Milton Keynes city who have worked or are currently working on The Lakes site. Remaining data is being analysed and the report will be updated next month.

Work Experience – 0/10

Our partnership with Sir Herbert Leon has commenced and placements will take place in spring 2025.

New Apprenticeships – 0/2

We have gone through two rounds of promotion and one round of interviewing for the Site Engineer degree apprenticeship with no success. We are postponing recruitment until the new year and will cultivate a relationship with MK College engineering Level 3 or 4 students so that recruitment can commence in May 2025 with immediate onboarding. The challenge has been a lack of understanding of the difference between site engineering and other engineering disciplines and a lack of employability preparedness of (especially younger) candidates. We hope to address this across this academic year.

Sub-Contractor Apprenticeships – 0/2

Bailey MK have made a commitment to provide these two apprentices and we are currently working with them to recruit, with informal and formal interviews commencing this autumn.

Accredited Construction Training Session – 1/4

BTEC Level 1 Introductory in Vocational Studies will be delivered the first course from Monday, 20th January 2025 in partnership with Milton Keynes City Council. We have a minimum number of mandatory participants in order to run this course and, so far, four have registered. We will confirm on Friday, 17th January, whether this course will have enough residents to go ahead or be cancelled/delayed. This counts as our first course. Our second will be a CSCS course run in partnerships with The SKills Centre in Spring 2025.

Local MSME/VCSE workshops – 0/4

First event is scheduled for 30th January. We have two Milton Keynes companies signed up so far.

Lasting Impact and Innovation Fund - £10,000 (currently being delivered)

This fund is now open and applications are being received from 1st Dec 2024 to 31st January 2025. At last count we had received seven applications from local charities.

Educational Partnership – 1/1

Two partnerships are ongoing – Sir Herbert and Milton Keynes College, launched in September 2024.

Community Volunteering – 0/2

Our first community volunteering activity will take place in the new year.

Sustainability Project – 0/1

We will work with the project's Environmental Lead and SCSG to identify the parameters of a sustainability project for The Lakes.

Community Site/Open Doors – 1/2

The first of these events have been completed in October 2024

Meet the Buyer event – 1/1

This has been completed in June 2024

Health & Wellbeing Toolbox Talks –5/5

Attendance at Locals of the Lakes Residents Association (LOLRA) community Health & Wellbeing Fair 25th July 2024

UPCOMING EVENTS:

- Level 1 Vocational Studies – Monday 17th January 2025
- MSME Mentoring - LinkedIn Marketing Session - Thursday, 30th January 2025
- CSCS Course - Spring/Summer 2025

In the works...

- Apprenticeship recruitment – ongoing

Timetable



Social Value	Target	Achieved	Winter 2023/4	Spring 2024	Summer 2024	Autumn 2024	Winter 2024/5	Key:
Local Labour	10	13						Scheduled
Work Experience	10							Started
New Apprenticeships	2							Completed
Sub contractor Apprenticeships	2							
Accredited Constructions Training Sessions	4							
MSME/VCSE Workshops	4							
Lasting Impact and Innovation Fund	£10,000							
Educational Partnership	1	1						
Community Volunteering	2							
Sustainability Project	1							
Site visits/open doors	2	1						
Meet the Buyer	1							
Health and Wellbeing	5	5						

