

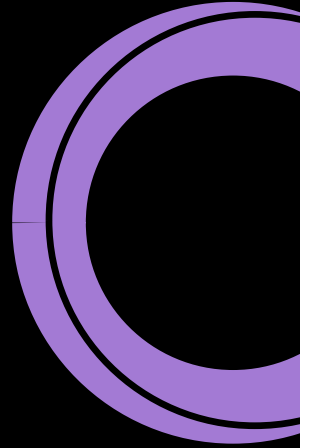
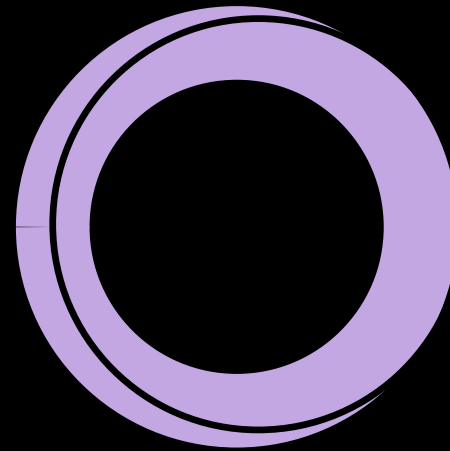
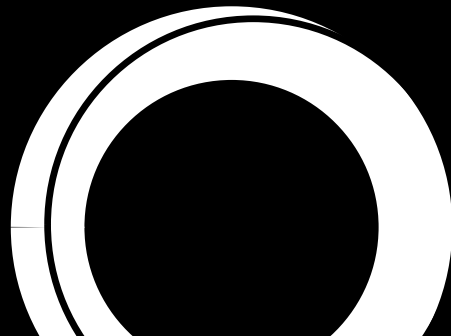
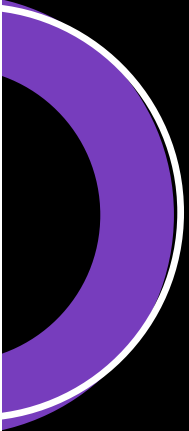


# Resident Meeting

October 2022  
York Way Estate



# 1 | Resident Liaison



# Community Development Team



**Amy Ross**  
Head of Social Value



**Resident Liaison**

**Joan Borzak**  
Senior Resident Liaison Officer



**Locally Recruited**  
Resident Liaison Officer



**Considerate Constructors Scheme**

**Sarah Clark**  
CCS Champion



**Social Value**

**Devia Barker**  
Social Value Coordinator



**Melissa Facey**  
Social Value Coordinator



**Imaan Baig**  
Apprentice Social Value Coordinator



**External Partnerships**

- Building Mental Health Charter
- Mind
- Mates in Mind
- The Armed Forces Corporate Covenant
- Sappers Network
- Vets Hub
- Building Heroes
- Women into Construction
- New Futures Network
- Business in the Community
- Bounce Back
- Care Leaver Covenant
- Barnados
- Disability Confident
- Remploy
- Stonewall
- Prime Candidate
- Prince's Trust
- Job Centre Plus
- Groundwork
- Career Ready
- Construction Youth Trust
- STEM
- Skills Builder Partnership
- Social Mobility Foundation
- The Care Pack
- Beam
- The Trussell Trust
- Buy Social
- Supply Chain Sustainability School
- 5% Club
- Social Value Portal
- Social Value UK
- Sustainable Development Goals



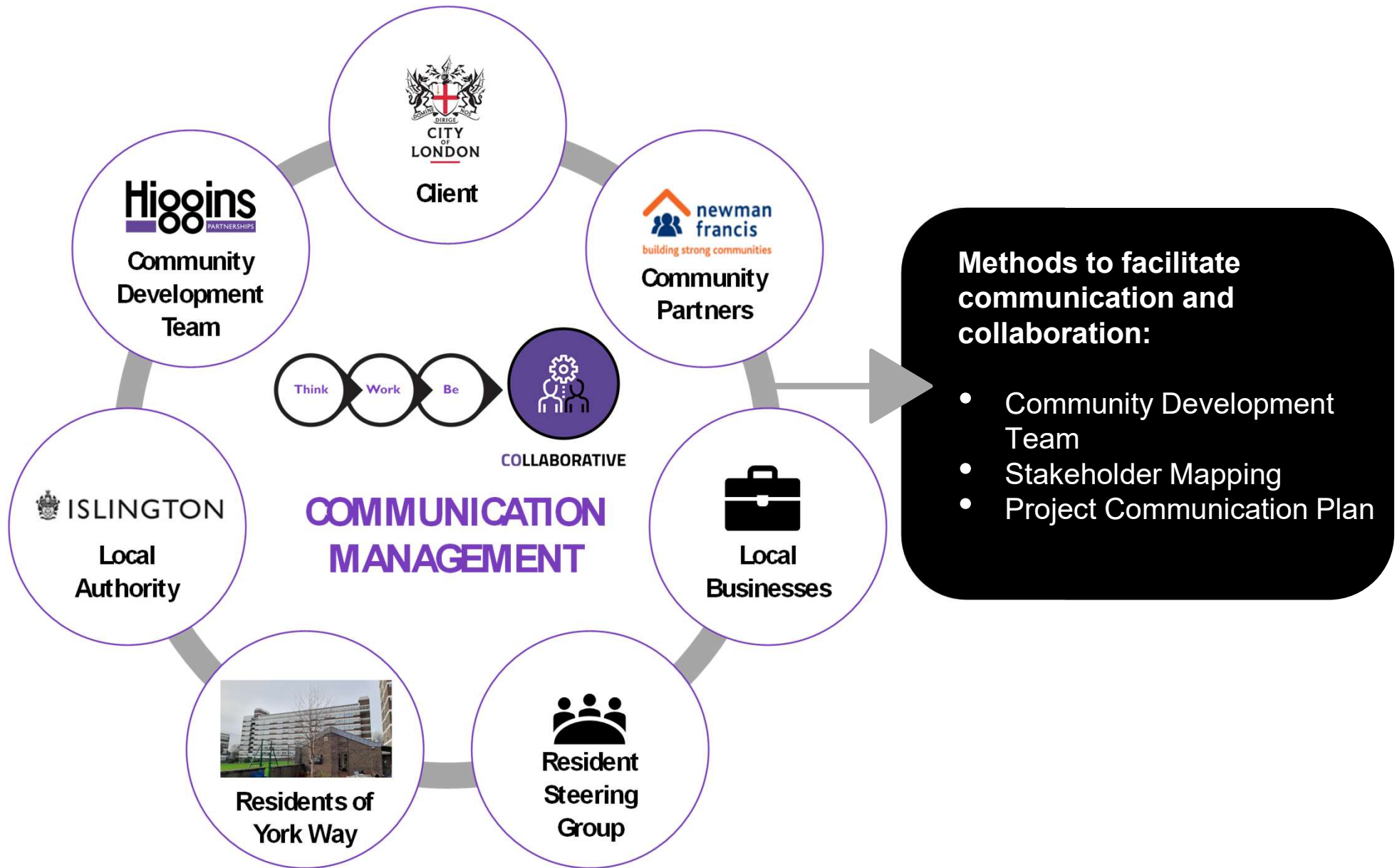
# Resident Liaison Team – Onsite presence & Contact



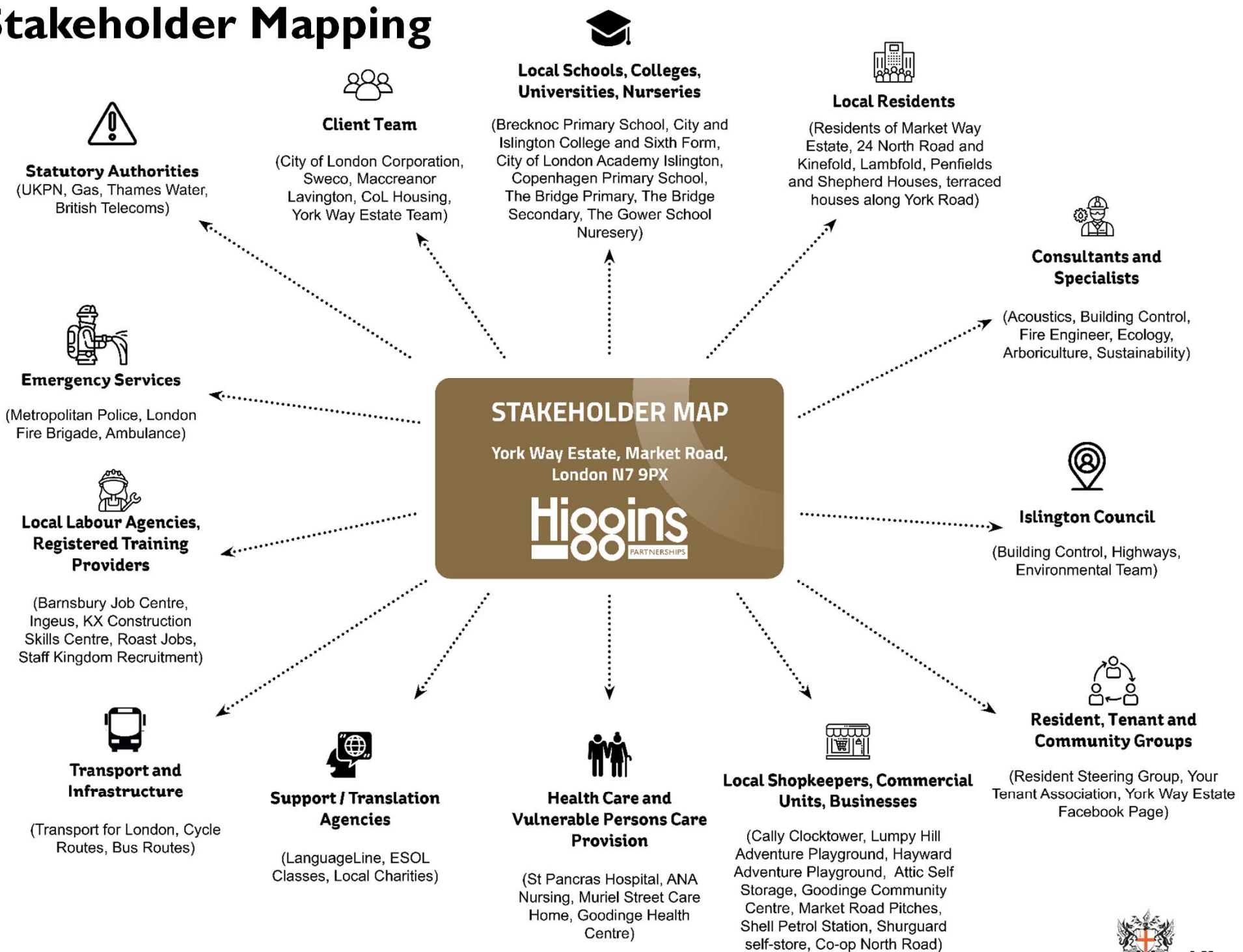
- **Joan Borzak – Senior RLO** will be dedicated to the project throughout mobilisation and will be available to provide additional support and face to face engagement and delivery as required.
- **New local recruit – The local RLO** will be hired specifically for the project, and will be the dedicated contact based on site full time working alongside the Project Site Team, there will be an RLO office with drop in facility and appointment facility. Available Monday – Friday – face to face, email, text and by phone. Contact details will be made available on the site hoarding, estate noticeboards, newsletters, website and at events.
- The local RLO and Joan will work closely with the Estate Team and will build strong working relationships with the residents of Kinefold, Lambfold, Penfields and Shepherd Houses.
- To ensure **24 hour cover** there is an out of hours service for any emergency contact needs, and escalation process to ensure matters are swiftly resolved.
- **LanguageLine**, and signposting to relevant services will be utilised to support residents for whom English is not their first language, and any vulnerable residents who require support.



# Overview of Approach



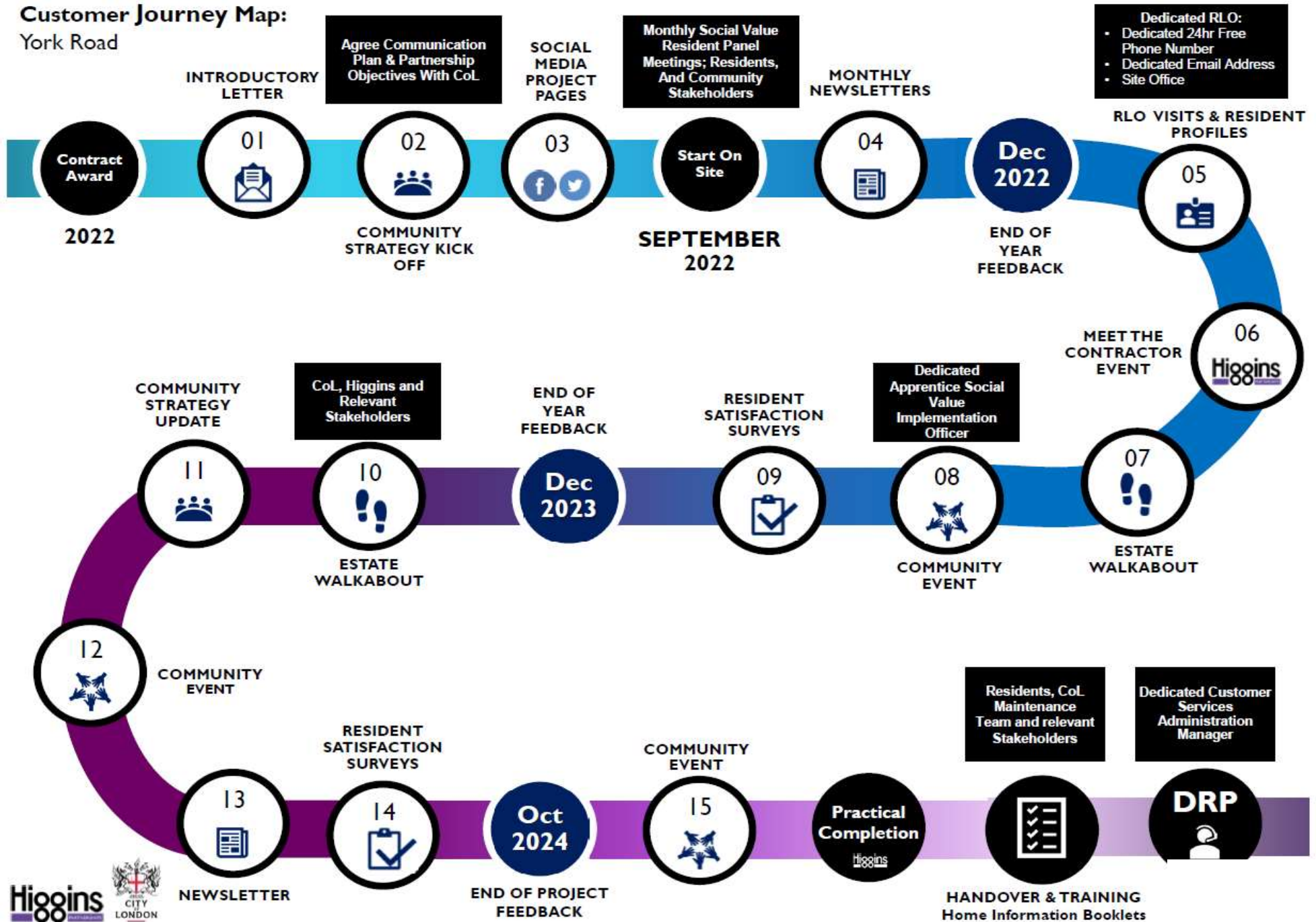
# Stakeholder Mapping



# Project Communication Plan




## Customer Journey Map: York Road





*Clockwise from right: Newsletter, resident consultation recent, Fun days, resident satisfaction questionnaire.*

*Centre: Resident estate walkabout*

**RESIDENT SATISFACTION QUESTIONNAIRE** 

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: 22-Feb-2021

**WORKING ON YOUR HOME** How would you rate the following in respect of work completed on your home:

|   |      |                       |                       |                       |                       |                       |                       |
|---|------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Quality of the work                                 | Poor | 1                     | 2                     | 3                     | 4                     | 5                     | Excellent             |
| Completing work within the timescale you were given |      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Property left tidy at the end of the works          |      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Keeping disruption to a minimum                     |      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**COMMUNICATION** How would you rate Higgins on:

|   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Providing information and explaining what work was involved to be carried out | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Notice period given before work started on your home                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff being polite and helpful  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**CUSTOMER SERVICE** How did you view the following with regard to customer service:

|   |      |                       |                       |                       |                       |                       |                       |
|---|------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Respect for you and your home                                     | Poor | 1                     | 2                     | 3                     | 4                     | 5                     | Excellent             |
| Providing you with advice and assistance within agreed timescales |      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The person dealing with queries was easily contactable            |      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Higgins dealt with your needs/queries satisfactorily              |      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall impression of Higgins' Customer Service                   |      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**GENERAL COMMENTS**

PLEASE TELL US IF SOMEONE WENT THE EXTRA MILE:  
 (OFFICE USE) RLD & PROJECT NAME: Abi Agbabaika  
 Abi: Provided a great customer experience as he made everything easy for us.

**SUBMIT FORM** **CLEAR FORM**

HIGGINS RESIDENT SATISFACTION QUESTIONNAIRE HMS754 (Feb 2021)

December 2020



# Mayow Park Warehouse (Mayow Road)

## INTRODUCTION NEWSLETTER



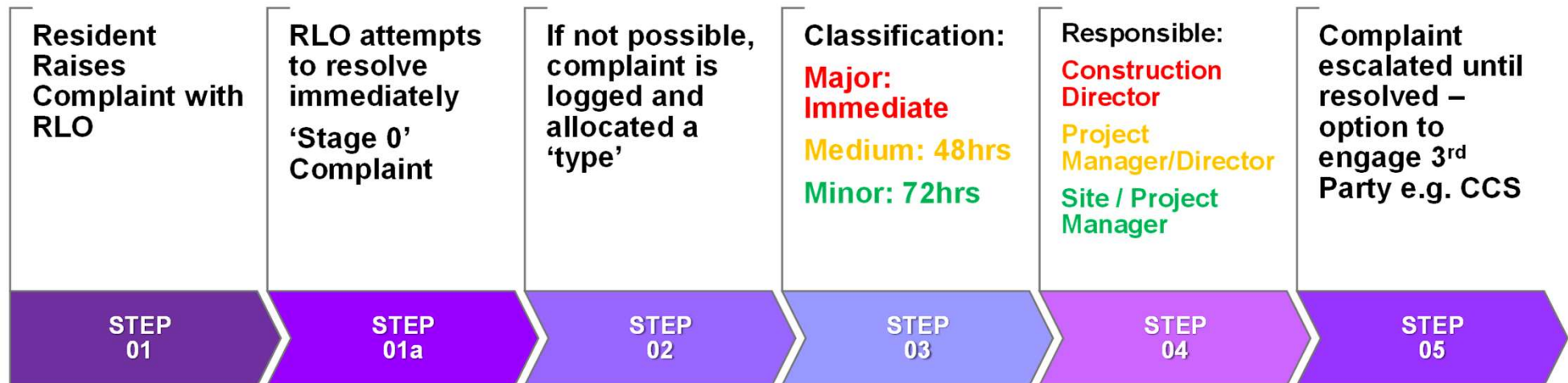




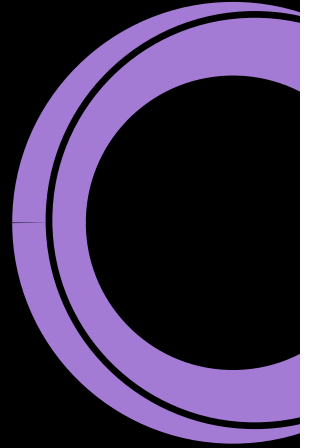
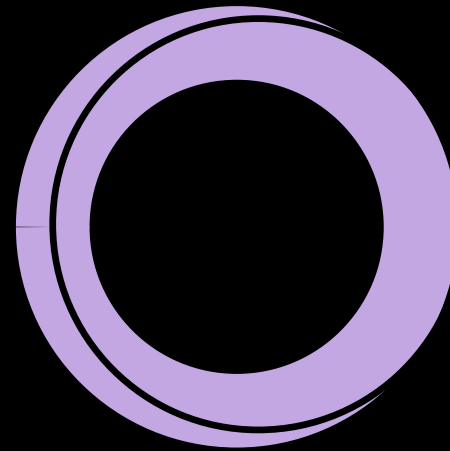
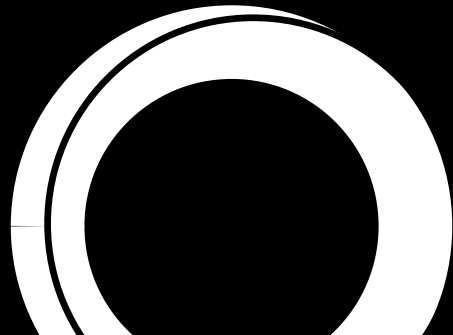
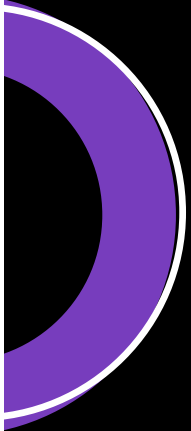
# Example – Comments, Compliments and Complaints

- Dedicated RLO to oversee resolution of queries and issues
- Escalation process in place (step 4)
- Log book maintained in Estate Reception and checked daily by RLO

## Outline Complaints Procedure



# Employment & Training

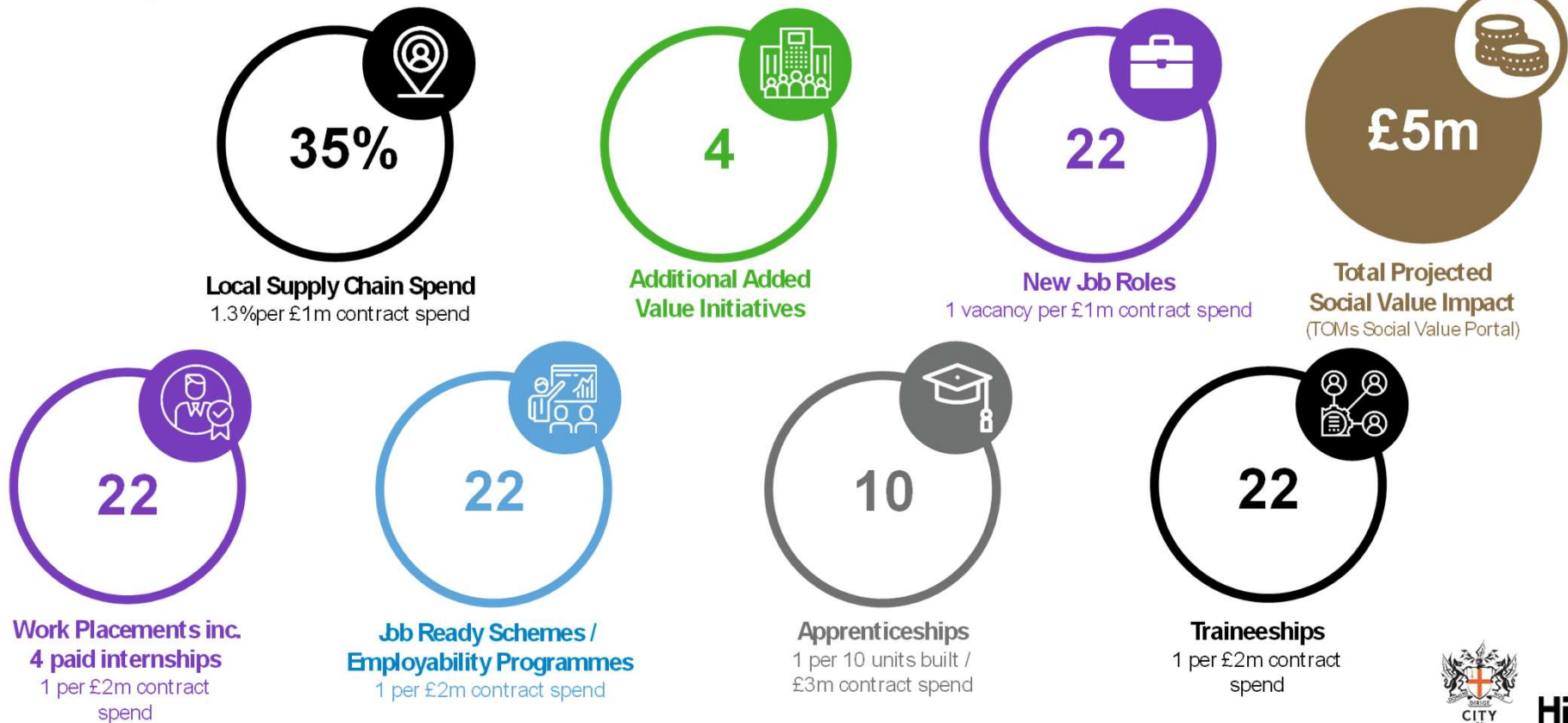


# Employment & Training

- All delivery recorded using our Social Value Tracker and reported in a Social Value Report
- Working with the City Corporation to provide meaningful work-related opportunities *via our Social Value Action Plan*
- London Living Wage
- Hoarding Art Workshop
- School Engagement Sessions
- Resident Respite Area



## York Way Estate— Social Value Summary



# York Way Local Employment and Apprenticeships - Plans



Referral Routes



**ATTRACT**

- Job Centre
- Charities And Agencies
- Council Services
- Schools
- Colleges
- Universities
- Careers Fairs
- Flyers / Posters
- Social Media
- PRU



**TRAIN**

- NVQ's
- Traineeships
- E-learning
- Cscs
- Apprenticeships
- Inductions
- H&S Training
- Work Placements
- Colleges & Training Providers
- Supervisors
- Work Logs



**RETAIN**

- Mentoring
- Support
- Guidance
- Buddy System
- Training & Development Plan
- Performance Reviews
- Living Wage
- Progression
- Mates In Mind
- Wellbeing Programmes
- CSR / Community Engagement
- Awards / Recognition Schemes
- PPE Provided
- Toolkits And Uniform

**Guaranteed interviews for Islington residents**

Outcomes

**22**  
Traineeships & Employability

**22**  
Work placements

**10**  
Local Apprentices

**22**  
Local job opportunities

# Local Supply Chain

- **Meet The Buyer Events, virtual and in person, in Partnership with:**
  - Local Authority (Islington)
  - City of London
  - Constructionline
  - Social Enterprise UK
  - iCAM Supply
- **Pro-Bono Expert Advice provided to local suppliers to help them develop and grow:**
  - HR
  - Health & Safety
  - CSR
  - Procurement
  - IT
  - Finance
  - Mental Health First Aid




Local Supply Chain Spend  
1.3% per £1m contract spend



 **Brent**  
Meet the buyer

Virtual Event • 4th November 2020

## Calling Brent Businesses

Opportunities available to work with 

Looking for Local Suppliers:

- Brickwork
- Carpentry
- Cladding
- Cleaning
- Mechanical & Electrical
- Roofing (pitched)

 **Social  
Enterprise UK**

 **Constructionline**



**Higgins**  
PARTNERSHIP

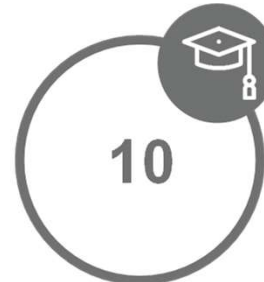
# Meaningful Work Related Opportunities



**Work Placements inc.**  
4 paid internships  
1 per £2m contract spend



**Job Ready Schemes /  
Employability Programmes**  
1 per £2m contract spend



**Apprenticeships**  
1 per 10 units built /  
£3m contract spend



**Traineeships**  
1 per £2m contract  
spend



**New Job Roles**  
1 vacancy per £1m contract spend

- Pastoral support provided on site and from head office
- Working with specialist agencies to ensure diverse recruitment to target NEET and other marginalised or under-represented groups
- Flexible working policy, part time roles and non-traditional roles: RLO, Document Controller etc.



# Successful Candidates

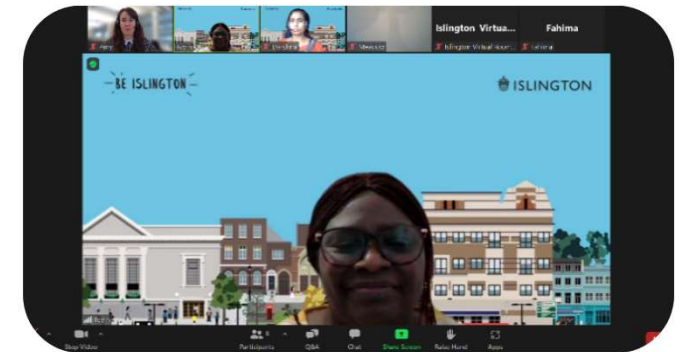


Devon joined us on a work placement at our Chippenham Gardens site in August 2021 via The Forward Trust. He said: *“My work placement has been brilliant; it has changed my understanding of the industry and the role of an electrician... I have gained a lot of skills and have a better understanding of the theory that is involved in being an electrician and have been able to try a number of technical skills while under supervision.”*



**From work placement to apprenticeship and full-time employment at Higgins**  
Melissa is a local Islington Council resident who joined our Social Value team for a 2-week work placement following her attendance at a Women into Construction mock-interview event. Based on her success Melissa was offered an Level 3 Customer Service apprenticeship which she has now completed and is employed full-time in our Social Value Team as a coordinator.

*We attended Islington Council’s National Apprenticeship Week virtual event, see below:*



# Additional Initiatives



School Engagement Sessions



Community Art Workshop celebrating local heritage



Charitable Giving - £3500



Resident Respite Area

