



Lakes Estate Stakeholder Meeting

Date held: 1 November 2017

Held at: **Spotlight, 114 Serpentine Court, Bletchley MK 2 3QL**

Present: Lizzie Brown (LB) – Community Partnership Manager
 Anne Bircham (AB) - Community Partnership Officer
 Angela Hearn (AH) – Housing Officer MK Council
 Tina Day (TD) - Water Hall Primary School
 Mariee Wymer (MW) – Locals O`the Lakes
 Tracy Harris (TH) – Daisy Chain Family Centre
 Ann Jesson (AJ)-CAYAC
 Lynn White (LW) - Warren Youth Centre
 Delia Shephard (DS) –Bletchley and Fenny Stratford Town Council
 Craig Hawksworth (CH) - Thames Valley Police
 Chelsea Boxell (CB) – Thames Valley Police
 Sonal Mehta (SM) – GP/CCG

Apologies: Faye Causer (FC) – Sir Herbert Leon Academy

Details
<p>Introductions Attendees introduced themselves.</p>
<p>Purpose of the group LB explained the purpose of the group is to maximise engagement, consultation and communication with those who live and work within the Lakes Estate. The group will ensure clear messages are shared with residents and stakeholders engaged in the regeneration process. LB gave an overview of process so far, and the timeline for the next year, which will include a resident vote on options and the plan being submitted for planning permission in summer / autumn 2018.</p>
<p>Community engagement LB gave a summary of the September and October 2017 engagement. Serpentine Court engagement plan and engagement timeline and attendance documents circulated to group.</p> <p>LB invited suggestions on how to engage with different targeted groups.</p> <p>Young people: AJ suggested architects attending a youth club session may work well. DS suggested that YourMK plan a programme of engagement with the lead youth worker Debbie Scott to ensure the approach is well thought out and targeted in the right way, as young people may feel 'over consulted' and struggle to engage.</p> <p>TH explained that Daisychain carry out home visits and held sessions in Water Hall School (on Mondays and Tuesdays) and that YourMK could attend sessions or do joint door knocking to engage their service users.</p> <p>TH suggested running a creative workshops with their Friday ESOL group could work well, as well as working with their young parents group, which is very well attended. TH also mentioned a Thursday Ducklings group that might respond well to a workshop with architects.</p>

TD explained that Water Hall school have a regular café event, where students attend a workshop and discuss a specific theme. TD suggested regeneration could be planned as a theme, and YourMK and the architects could attend and run a café event.

MW talked about events in 2018 to celebrate the Lakes 50th Birthday. MW has event planned up to April 2018. **Action: MW to share event dates with the group.**

PCSOs said they would support by attending events where possible.

AH explained she often carried out visits to tenants and that she finds it useful when she has clear messages for tenants.

DS raised the issue of engaging with elderly residents. **Action: AH to raise a report to identify elderly MKC tenants.**

DS suggested that elderly people could be engaged on other topics as the same time, perhaps on a one to one basis. MW is holding a specific events for older people, a cream tea, in April.

TH explained an incentive that had previously worked well for them; 'bring a friend'. This incentive could work for YourMK events. Every person that brings a neighbour, gets added to a prize draw for a raffle prize or voucher. DS added that she had previously found this successful when trying to get email addresses for a distribution list. For every email address received, the individual was added to a prize draw. LB agreed this incentive was a good idea and that YourMK would try it at an upcoming event. **Action: YourMK to try new incentive of 'bring a neighbour' to exhibition in December.**

DS suggested contacting AgeUK to identify older people in the area. She did not think there was a huge take up of their service in Serpentine Court, but that it was worth speaking to them.

TH suggested creating a visual representation of those who have been engaged with and those we still need to meet. This could look like a charity thermometer and be placed somewhere public to encourage residents to help get more people engaged.

MW explained there is a weekly bingo night at the community centre that is attended by older people in the area. LW added that there is a well-attended nursery run from the community centre as well.

Action: YourMK to develop an engagement plan that incorporates all ideas and suggestions and circulate to group.

Key Messages

LB circulated key messages document and gave overview of detailed information.

LW explained a frequent assumption she has heard is that it is only the tower block in Serpentine Court that is being looked at as part of regeneration. LB confirmed this was not the case and that all addresses in SC were being looked at.

DS explained that a frequent question she has heard is 'why is it taking so long?' This may be due to previous engagement around regeneration that has led some residents to think it should have happened already, or that it won't happen because it is taking too long.

Action: YourMK to add these questions to the key messages document and circulate to the group.

Key concerns and hopes

LB stated that it is important to capture concerns and/or hopes of residents in order to appropriately respond to them.

SM arrived.

LW said there are homeowners who are worried about demolition.

AJ explained that people are unsure of what is going to happen. She has seen elsewhere that bungalows have been extended and asked if this was being considered here. LB responded that it was unlikely that bungalows would be touched as part of regeneration. AJ said a lot of Lakes residents think that regeneration will fix pathways, parking and all landscaping issues. DS agreed that this was a big issue as there is an expectation that regeneration will address all issues.

Action: YourMK to develop some key messages about what regeneration can and can't do, to help manage expectations

DS said safety was a big issue across the estate as residents don't feel safe. The Town Council feels this needs to be addressed as part of the process. DS also confirmed a key concern for the Town Council is the status of the Neighbourhood Plan (NP) and how for it will be respected. DS suggested that communication about the NP needed to be clearer as there are several different policies that affect the planning of new areas, and how they interact with each other is a complex message for residents.

MW explained she had heard rumours about residents designing a new park. LB confirmed this was not happening, and only likely to happen if any new development affected an existing park and a new provision needed to be created.

There was a discussion about section 106 money and how this could be used. LB confirmed this was dependent on the extent of the development in the area.

TD explained Water Hall School parents are concerned about where they might be moved to and whether there will be a road built through SC. LB confirmed that the aim would be to phase work so that residents moved once. This may be more difficult with refurbishment, as tenants may have to move out during work. LB confirmed that residents would all be offered a place to live in the Lakes Estate and that no one would have to leave the area due to regeneration.

LW said her hopes were that any work tidied up the estate physically, and also helped with social regeneration. DS mentioned that reporting issues was a problem as people were too scared and so some social issues and fly tipping in the area were not properly addressed.

SM said her hopes were that regeneration provided an environment for better decisions about health and wellbeing.

MW explained that refuse collection in SC was an issue but that new bins had been provided. AB confirmed that the new bins cost £300 per year, per bin.

AOB – None