

## APPENDIX 2 – COMMUNITY IMPACT ASSESSMENT

Name and description of project, policy or service	
<p><b>Hemel Place Strategy</b></p> <p>Hemel Hempstead is the principal town within the Borough of Dacorum and faces big challenges in relation to future growth, the impact of Hemel Garden Communities as a catalyst for transforming it into a 21<sup>st</sup> century Garden Town, ongoing regeneration, the effects of Covid19 on how people will live their lives in the future, developing its economic position and meeting the challenges of tackling climate change. A new vision and strategy, involving the Council and its key partners, stakeholders and residents is needed to address these challenges.</p>	
Identifying the impact of this project, policy or service on the community and environment	
	<p><b>Questions to explore:</b></p> <p>What positive impact will your project, policy or service have?            What negative impact will your project policy or service have?            How will you ensure any negative impact is limited?            What is the impact of doing nothing?</p>
<p><b>On the community in general</b>            e.g. social or economic benefits,            negative impacts</p>	<p>The Strategy is being introduced to have a positive impact on the community: to create better places to live in, strengthening the economic position of Hemel Hempstead and the local economy generally and tackling the range of long-term impacts on the community arising from the Covid19 pandemic.</p>
<p><b>On the council as an organisation</b>            e.g. on staff, services or assets</p>	<p>Proposals for the new Hemel Place Strategy are, at the time of drafting this CIA, at an early stage. The Strategy will be a corporate document and as it emerges, the impact on all affected staff, services and assets will be considered.</p> <p>At an early stage it is considered that the approach to be taken to develop and then implement the Hemel Place Strategy will impact on resource arrangements for the following services:</p> <ul style="list-style-type: none"> <li>• Planning, Development and Regeneration</li> <li>• Commercial Assets and Property Development</li> <li>• Housing Strategy and Development</li> <li>• Community Engagement</li> <li>• Clean, Safe and Green</li> </ul>
<p><b>On the protected characteristics</b></p>	

<p>Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation (Specify where impacts are different for different characteristics)</p>	<p>The new Hemel Place Strategy is wide-ranging and will need to ensure that the impact on the protected characteristics are addressed. The aim will be to make the proposals arising from the Strategy inclusive to all issues and groups.</p>
<p><b>On the environment</b> e.g. effects on the climate, trees, amenity space, biodiversity, water, energy, waste, material use, air quality</p>	<p>Hemel Hempstead will be subject to major change and development over the next 20-30+ years. New built development creates a range of pressures on the environment which will be managed through specific policy and project work arising from the new Hemel Place Strategy and work on a new strategy for Hemel Hempstead Town Centre and the Hemel Garden Communities Programme as it progresses. The Hemel Place Strategy will be wide-ranging and consideration of impacts on the environment will be in accordance with the statutory development plan for the Borough and associated policy, including the Two Waters Masterplanning Guidance 2016. The emerging new Local Plan for Dacorum will set the policy basis for the environmental impacts of development in the Borough.</p>
<p><b>On the specific target community / location</b> e.g. if the project is based in a specific area or targeted community group</p>	<p>The Strategy is generic to Hemel Hempstead as a whole and aims to improve the town as a place.</p>
<p><b>Outline the approach you took to identify the need for this project, policy or service. Please include use of research, data and consultation with residents and/or staff.</b></p>	
<p>The need for the creation of a new Hemel Place Strategy is set out in the introductory section of this Community Impact Assessment.</p> <p>The Council is in the process of preparing a new Local Plan for the Borough, for which amongst other things, background national policy and local research makes it clear that there is a need to plan for a step-change in the level of new development to substantially boost the supply of housing; to grow and develop the Borough's economic base; to tackle the impacts of climate change and address the Council's declaration of a Climate Change Emergency; and to deliver new infrastructure.</p>	

Further research has been carried out to examine the issues facing the future of Hemel Hempstead Town Centre in terms of its role as a central and vibrant focus for the community, both now and in the future.

**Which commitment(s) does this policy, project or service support from the Equality and Diversity CIH Charter Housing Framework? [Link to PDF CIH Commitments on intranet](#)**

The Chartered Institute of Housing has created a helpful framework to assess the need to ensure that equality and diversity is embedded into policy, project and service delivery. The key commitments are as follows, and as the new Hemel Place Strategy develops, the issues covered by each one will be addressed in the programme plan and its monitoring and management:

**1. Equality and diversity is driven from the top:**

- There is strong leadership from our governing body, chief executive and management team endorsing a strategic commitment to equality and diversity across all nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation; and to supporting an understanding of the role of human rights in housing

**2. Equality and diversity informs our business planning**

- Equality and diversity lies at the heart of our business planning process and informs our investment decisions, how we design and deliver value for money services, how we procure services; and how relationships with partners, suppliers, contractors, customers and communities are sustained
- We undertake equality analyses which show how equality and diversity informs our business objectives and equality analyses are transparent, monitored, reported and acted upon
- We are committed to ongoing improvement in providing fair and accessible services to our existing customers and to future customers

**3. Equality and diversity shapes our organisational culture**

- Equality and diversity informs recruitment and staff development - the staff we employ represent the communities we serve. Diversity is represented at all levels of the organisation and our staff in their diversity are satisfied with us
- Our commitment to equality and diversity is public, clear and transparent - all language, imagery, policies, procedures and publicity are inclusive and representative of our diverse communities. Information is provided in alternative or accessible formats where this is required
- Our organisation communicates a zero tolerance approach to discriminatory attitudes or practice from staff, partners, contractors, suppliers, customers and from individuals in the communities in which we work

**4. Equality and diversity is supported through staff training, development and engagement**

- Staff at all levels are supported to gain appropriate knowledge and skills to deliver equal services

to our staff and our customers in their diversity

- Staff in their diversity have an opportunity to shape and influence the delivery of fair and accessible services

#### **5. We know who our customers are**

- We proactively use customer profiling to gather customer insight information to help us develop fair and accessible services
- Staff and customers clearly understand how customer profiling can improve our organisation and where service improvements have been made we will share our successes
- We will develop our capacity to understand and respond to the housing needs and aspirations of migrants and new arrivals in the communities which we serve
- We will develop our capacity to understand and respond to the housing needs and aspirations of future customers in their diversity
- Customer insight information is regularly reviewed, monitored and refreshed and measured against our strategic plan and business objectives for equality and diversity
- Customer profiling is informed by best practice, is undertaken confidentially and in line with the Data Protection Act 1998

#### **6. We involve our customers in shaping and scrutinising services**

- We actively encourage and proactively seek the involvement of customers in their diversity across all nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation, in the shaping and delivery of fair and accessible services
- We provide structures, resources, training and capacity building opportunities for customers to enable them to contribute to delivery of fair and accessible services
- We effectively empower our tenants to scrutinise, monitor and review our services for equality and diversity - we provide our customers with regular, robust and appropriate information in accessible formats which have been agreed with them and customers are encouraged to challenge our performance in relation to equality and diversity. We will report to our customers on our progress

#### **7. We represent the communities which we serve**

- We build visible links with local, diverse and representative community groups and community advocates to strengthen our relationships with the communities which we serve and to build trust
- We work openly with partners and other service providers in the community to ensure that our services are representative and diverse and to ensure that the diverse customers which we serve are safe and secure in their homes and communities

#### **8. We support the communities which we serve**

- We will work with the communities which we serve and with community partners to advance equality of opportunity and foster good relations between different groups within the communities which we serve

- We will work with the communities which we serve and with community partners to eliminate discrimination, tackle harassment, hate incidents and hate crime and domestic violence

**How will you review the impact, positive or negative once the project, policy or service is implemented?**

Action	By when	By who
Community Impacts to be reviewed by the Programme Steering Group at regular intervals	Standing Agenda item	Programme Manager (TBC)
Review by Growth and Infrastructure Corporate Working Board	Standing Agenda item	Programme Lead – James Doe
Include as part of post-project review	Dec 2023	Programme Lead – James Doe
Highlight of specific impacts through ongoing reporting to Council, Cabinet and Strategic Planning and Environment Overview and Scrutiny Committee	According to Programme Plan	Programme Manager (TBC)

**Completed by:**

James Doe

Assistant Director – Planning, Development and Regeneration

Dated 29 March 2021

**Reviewed and signed off by:**

Linda Roberts

Assistant Director – People, Performance and Innovation