

Community Impact Assessment

Name and description of project, policy or service	
<p>Hemel Hempstead Town Centre Vision</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 21st 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.</p> <p>The town centre is an early priority for intervention to support the area to prevent a spiral of decline and repurpose areas to accommodate changing priorities of the community.</p>	
Identifying the impact of this project, policy or service on the community and environment	
	<p>Questions to explore:</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>On the community in general e.g. social or economic benefits, negative impacts</p>	<p>The vision is being introduced to have a positive impact on the community: to create better places to live in, provide a town centre where communities can meet and enjoy access to nature. Strengthen the economic position of the town centre and the wider economy generally and tackling the range of long-term impacts on the community arising from the Covid19 pandemic and changes in retail habits.</p>
<p>On the council as an organisation e.g. on staff, services or assets</p>	<p>The Town Centre vision will be delivered by many teams across the Council, including</p> <ul style="list-style-type: none"> • Place Communities and Enterprise • Planning, Development and Regeneration • Commercial Assets and Property Development • Housing Strategy and Development • Community Engagement • Clean, Safe and Green • Events • Community safety
<p>On the protected characteristics Age, disability, gender reassignment, marriage and civil partnership, pregnancy and</p>	<p>The Town Centre Vision seeks to make the town centre accessible for all and embeds community cohesion as a key aim. The aim is for the town centre to be a place for all to</p>

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<p>maternity, race, religion or belief, sex, sexual orientation (Specify where impacts are different for different characteristics)</p>	<p>access, meet and spend leisure time close to nature. When implementing the vision each intervention will be considered 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>On the environment e.g. effects on the climate, trees, amenity space, biodiversity, water, energy, waste, material use, air quality</p>	<p>The Town Centre Vision sets out that new development will address climate change now and in the future. The vision seeks to support nature and biodiversity. New developments will be of high design and environmental quality.</p> <p>New built development creates a range of pressures on the environment which will be managed through the statutory development plan for the Borough and associated policy. Including biodiversity net gain and Environmental Improvement Plans set out in the Environment Bill and Levelling-up and Regeneration Bill. The emerging new Local Plan for Dacorum will set the policy basis for the environmental impacts of development in the Borough.</p>
<p>On the specific target community / location e.g. if the project is based in a specific area or targeted community group</p>	<p>The Town Centre vision is set to improve the area as a place as well as for the community who live in the area.</p>
<p>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.</p>	
<p>The need for the creation of a new Hemel Hempstead Town Centre Vision 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>	

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Further evidence will be gathered to support the local plan when planning in detail for 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. This will include details of number of homes and infrastructure required in the town centre.

Which commitment(s) does this policy, project or service support from the Equality and Diversity CIH Charter Housing Framework?

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

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- 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

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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 – Sara Whelan
Review by Corporate Place 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 – Sara Whelan

Completed by:

Sara Whelan
Hemel Place Strategy Programme Manager
Dated 16 June 2023

Reviewed and signed off by:

Matt Rawdon
Assistant Director – People