

(Translation)

Kowloon City District Urban Renewal Forum

For discussion on
17 December 2013

Paper No.: DURF KC/10/2013

Urban Renewal Plan for Kowloon City **Draft Stage 2 Social Impact Assessment Report**

Purpose

This paper aims to report to Members on the work progress of Social Impact Assessment (“SIA”), and to invite Members to accept the Stage 2 SIA Report.

Work Progress

2. The draft Stage 2 SIA Report prepared by the SIA Consultants was circulated to Members of the Study Working Group (“WG”) in late November. The Consultants had revised the Report in accordance with the comments from the WG, and the report was discussed at the Study Steering Group (“SG”) meeting on 5 December. The SG agreed to the content of the proposed social impact mitigation measures, including compiling an information kit on urban renewal, establishing a one-stop information and services center (“one-stop services centre”) as well as promoting and enhancing the existing supporting services and measures. The SG also gave advice on refining the proposal of one-stop services centre. After discussion, the SG endorsed in principle the content of the Report, and agreed to recommend to the Kowloon City District Urban Renewal Forum (“DURF”) to accept the Stage 2 SIA Report (**Annex I**) upon incorporation of the comments of the SG. The Consultants have revised the working paper in accordance with the comments of the SG, which is now submitted for discussion and acceptance of DURF.

The Stage 2 SIA

3. The Stage 2 SIA was carried out based on the three broad approaches of mitigation measures proposed in the Stage 1 SIA, including setting up a one-stop

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services centre as a basis; promoting the existing policies and continuing to develop the existing supporting schemes; and establishing liaison with local organisations and institutions. The Stage 2 SIA comprises mainly the following three parts:

- a. **Updating the community profile**—The demographic statistics were updated and analysed in accordance with the revised urban renewal areas;
- b. **Collecting comments from the concerned social groups**— This process aims at analysing problems encountered by different stakeholders during the urban renewal process as well as soliciting their comments and expectations on the broad approaches of mitigation measures; and
- c. **Reviewing the existing supporting services and measures relating to urban renewal** – This process aims at identifying the possible service gaps and the direction for enhancing the existing services, with a view to facilitating the revision and refinement of the mitigation measures.

4. In order to further understand the comments of different social groups, the Consultants not only analysed the data collected from the Stage 1 SIA focus groups and questionnaire survey, but also contacted the owners, tenants (including new arrivals), the elderly, ethnic minorities and those rooftop dwellers within the affected areas, and conducted 8 focus groups. The Consultants also briefed the stakeholders and solicited public views on the board approaches of the mitigation measures during the Stage 2 Public Engagement. Besides, the Consultants distributed to the participants of the community workshops questionnaires on the mitigation measures for the purpose of collecting their views.

5. Moreover, the Consultants conducted seven face-to-face interviews with relevant government departments and local organisations, and also collected useful data from different channels so as to understand the existing urban renewal related services and schemes, with a view to analysing the existing service gaps.

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6. After analysing the stakeholders' problems encountered during the urban renewal process, their expectation on the mitigation measures as well as the services gaps, the Consultants have recommended the following mitigation measures:

- a. **Information Kit on Urban Renewal** — Currently, quite some information related to urban renewal is disseminated through different channels. However, the general public finds it difficult to obtain comprehensive information and the related supporting schemes and services, especially the information regarding private-led redevelopment. To make the information more accessible to the public, the Development Bureau, with the assistance of the relevant Government departments and organisations, is suggested to consolidate all related information into an “Information Kit on Urban Renewal” so as to help the public to handle problems related to redevelopment and rehabilitation. The information kit could be made available at the Kowloon City District Office, Urban Renewal Resource Centre/Neighbourhood Centres of Urban Renewal Authority (“URA”) and other relevant non-government organisations. After further consultation with relevant government departments about their experience in providing services to the ethnic minorities, such as the Social Welfare Department, Labour Department, Housing Department and Home Affairs Department, some materials in the information kit could be translated into ethnic minorities' languages where appropriate.
- b. **One-stop information and services centre** — To tie in with urban renewal in the Kowloon City District, the Consultants have proposed to set up a trustworthy, professional and comprehensive one-stop services centre. This centre will be able to provide the residents with enquiry or other services on urban redevelopment and rehabilitation, ease their worries and reduce the social impact during the urban renewal process. Having considered the expectation of the residents towards the one-stop services centre and the practical situation, the Consultants have suggested URA to operate the one-stop services centre and the services provided could be divided into two categories,

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namely information and referral services. The one-stop services centre can also help disseminate general information relating to private redevelopment projects, which would help the residents affected by private redevelopment projects to handle the problems encountered and seek appropriate assistance. To refer enquiries and requests for assistance from residents effectively, it is also suggested that the one-stop services centre can actively liaise with the relevant government departments and organisations within the district, and build up an extensive and close district communication network fostering collaborative partnership. The operation mode of the one-stop services centre, including the details of the services to be provided, could be further arranged in the future.

- c. **Promoting and enhancing the existing supporting services and measures** – In the process of the assessment, the Consultants have found out that some stakeholders in the affected districts have little knowledge of the supporting services and measures relating to urban renewal. Thus, it is proposed to strengthen the promotion of the existing services and measures according to the stakeholders' need so that the social impacts on them can be mitigated effectively. Besides, some pilot schemes relating to urban renewal currently carried out by the Government and URA, such as the Flat-for-Flat, Demand-led Redevelopment Project and Facilitating Services launched by URA; and the Pilot Scheme on Outreach Support Service for Elderly Owners and the Pilot Mediation Scheme under Land (Compulsory Sale for Redevelopment) Ordinance launched by the Development Bureau, are quite effective at the pilot stage. It is recommended that the schemes could be reviewed and enhanced by the relevant parties as and when necessary.

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Next Step

7. The Consultants will revise the Stage 2 SIA report according to Members' comments and consolidate the study results into a final report.

Advice Sought

8. Members are invited to note the work progress of the SIA, provide comments on the Stage 2 SIA report submitted by the Consultants, and consider if the report can be accepted.

Public Engagement and Social Impact Assessment Steering Group
Urban Renewal Plan for Kowloon City
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