City Locality Planning & The Place Standard

Nick Croft
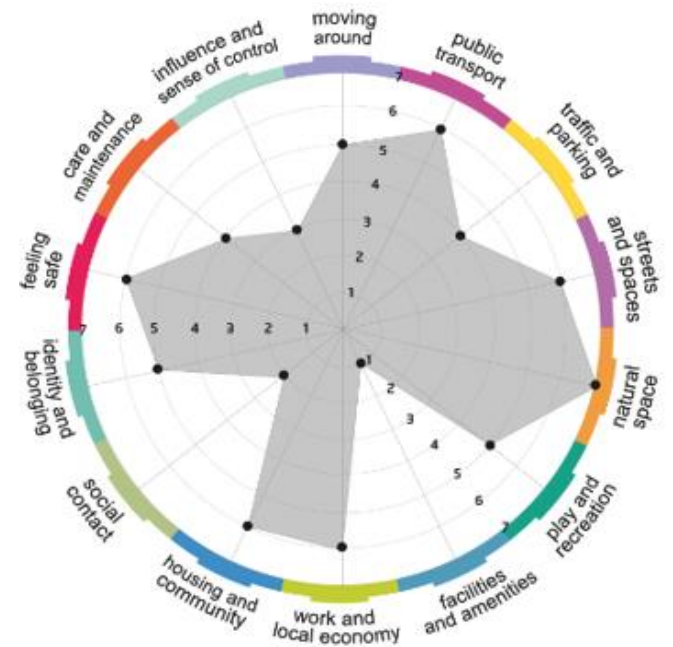
Partnership & Locality Manager
Edinburgh City Council

World Health Organisation

European Region
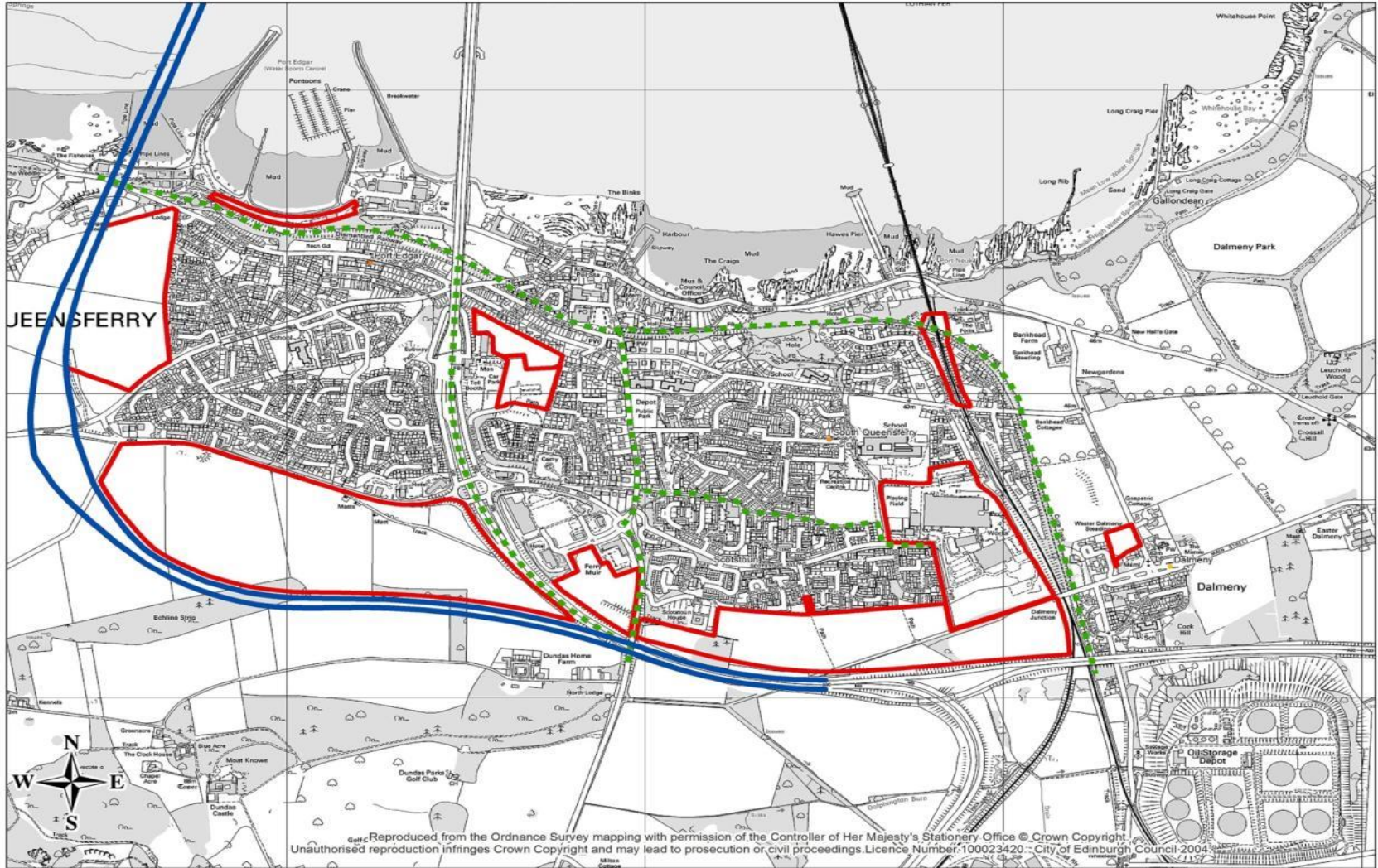
Place Standard Masterclass

Edinburgh
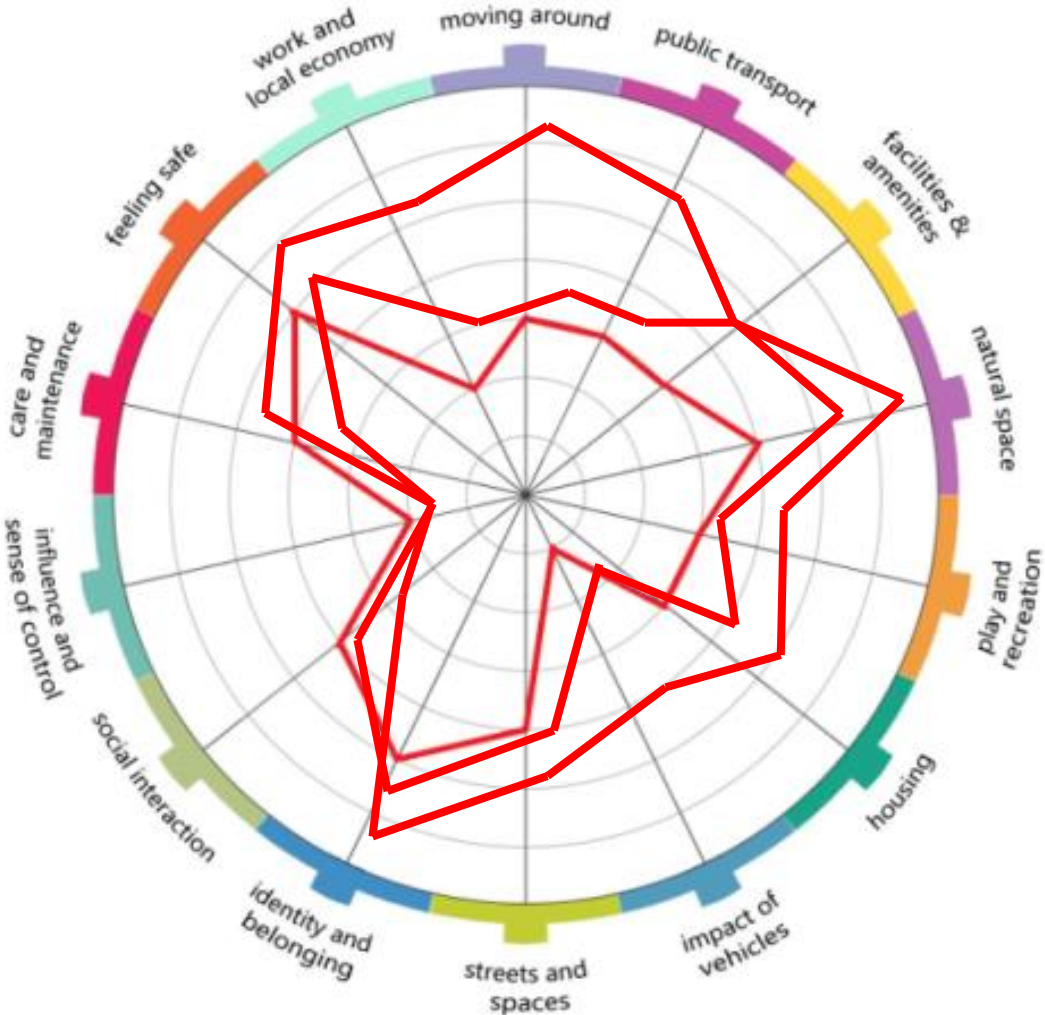
Use of the Place Standard in Edinburgh

1. **The South Queensferry Project**

2. **The Planning Process**

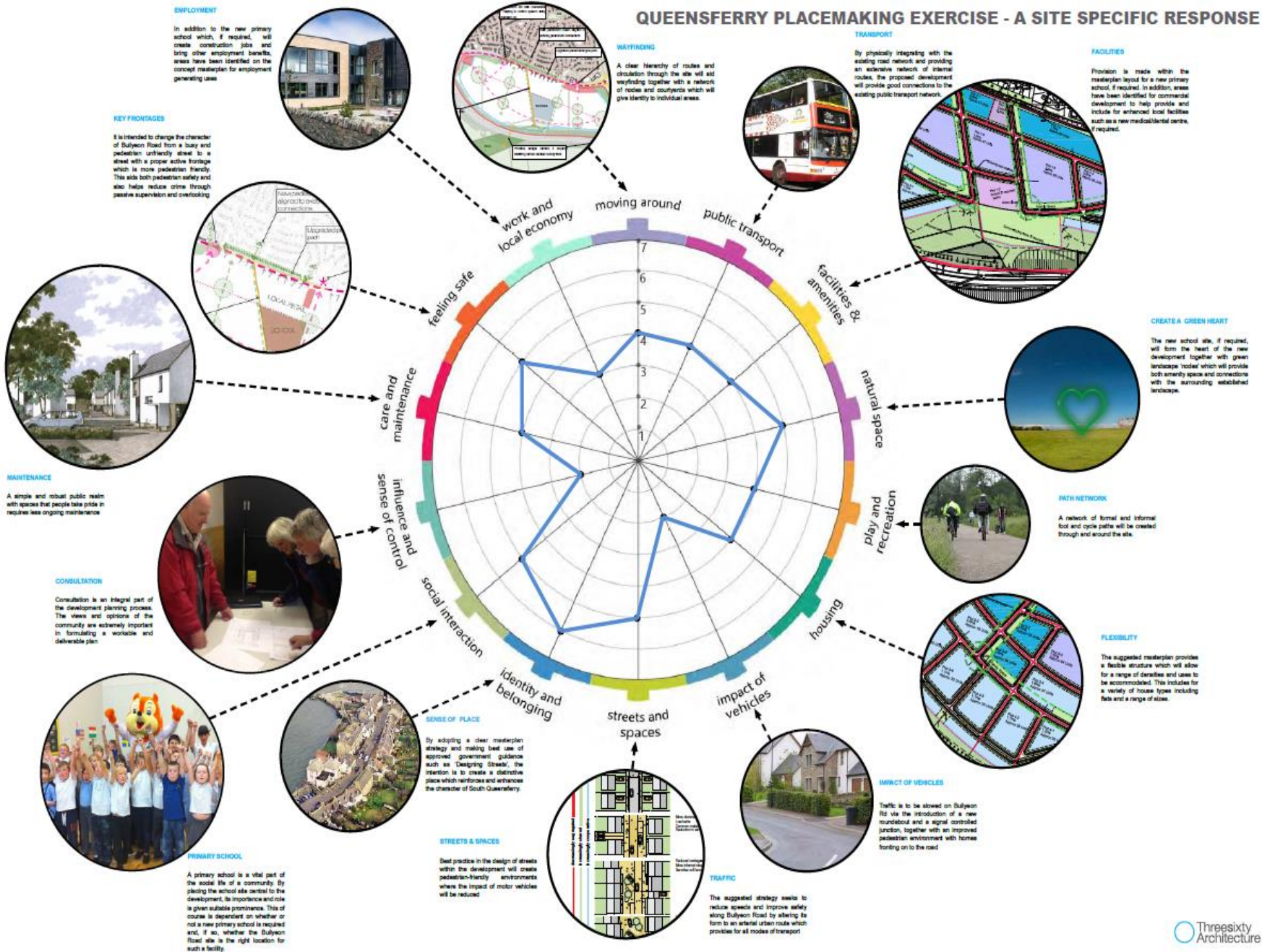3. **World Heritage Site**

4. **Locality Planning Process**

The South Queensferry Project

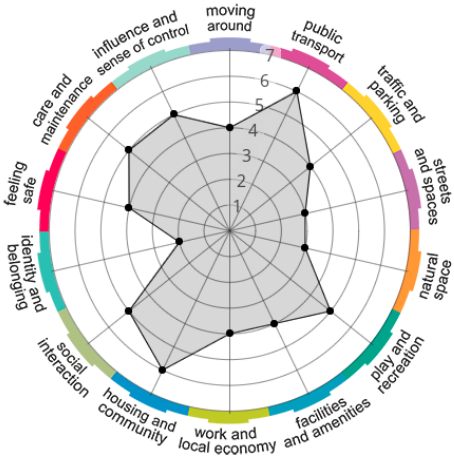# South Queensferry Place Standard results

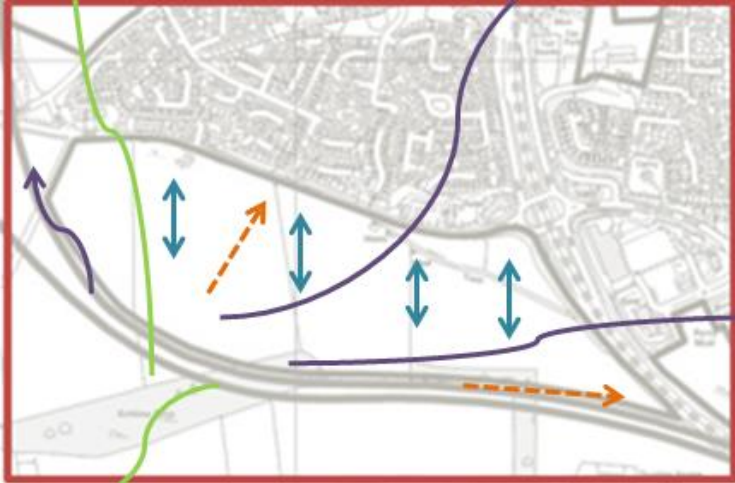# QUEENSFERRY PLACEMAKING EXERCISE - A SITE SPECIFIC RESPONSE

EMPLOYMENT
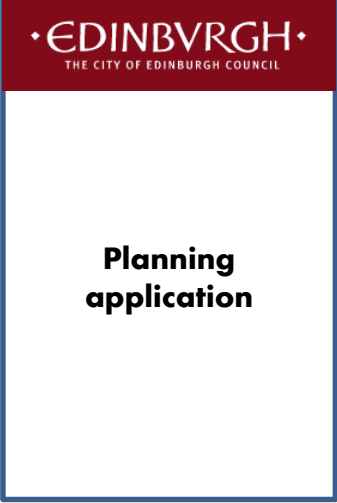
In addition to the new primary school which, if required, will create construction jobs and bring other employment benefits, areas have been identified on the concept masterplan for employment generating uses

KEY FRONTAGES

It is intended to change the character of Builyeon Road from a busy and pedestrian unfriendly street to a street with a proper active frontage which is more pedestrian friendly. This aids both pedestrian safety and also helps reduce crime through passive supervision and overlooking

WAYFINDING

A clear hierarchy of routes and circulation through the site will aid wayfinding together with a network of nodes and courtyards which will give identity to individual areas.

TRANSPORT

By physically integrating with the existing road network and providing an extensive network of internal routes, the proposed development will provide good connections to the existing public transport network.

FACILITIES

Provision is made within the masterplan layout for a new primary school, if required. In addition, areas have been identified for commercial development to help provide and include for enhanced local facilities such as a new medical/dental centre, if required.

CREATE A GREEN HEART

The new school site, if required, will form the heart of the new development together with green landscape 'nodes' which will provide both amenity space and connections with the surrounding established landscape.

PATH NETWORK

A network of formal and informal foot and cycle paths will be created through and around the site.

MAINTENANCE

A simple and robust public realm with spaces that people take pride in requires less ongoing maintenance

CONSULTATION

Consultation is an integral part of the development planning process. The views and opinions of the community are extremely important in formulating a workable and deliverable plan

FLEXIBILITY

The suggested masterplan provides a flexible structure which will allow for a range of densities and uses to be accommodated. This includes for a variety of house types including flats and a range of sizes.

PRIMARY SCHOOL

A primary school is a vital part of the social life of a community. By placing the school site central to the development, its importance and role is given suitable prominence. This of course is dependent on whether or not a new primary school is required and, if so, whether the Builyeon Road site is the right location for such a facility.

SENSE OF PLACE

By adopting a clear masterplan strategy and making best use of approved government guidance such as 'Designing Streets', the intention is to create a distinctive place which reinforces and enhances the character of South Queensferry.

STREETS & SPACES

Best practice in the design of streets within the development will create pedestrian-friendly environments where the impact of motor vehicles will be reduced

IMPACT OF VEHICLES

Traffic is to be slowed on Builyeon Rd via the introduction of a new roundabout and a signal controlled junction, together with an improved pedestrian environment with homes fronting on to the road

TRAFFIC

The suggested strategy seeks to reduce speeds and improve safety along Builyeon Road by altering its form to an arterial urban route which provides for all modes of transport

Wheel diagram labels:
- work and local economy
- moving around
- public transport
- facilities & amenities
- natural space
- play and recreation
- housing
- impact of vehicles
- streets and spaces
- identity and belonging
- social interaction
- influence and sense of control
- care and maintenance
- feeling safe

Threesixty Architecture

The Planning Process

Place Standard

Site brief

Planning application

EDINBVRGH
THE CITY OF EDINBURGH COUNCIL

Planning application

2017 Multi-Member Wards & Localities

·EDINBVRGH·
THE CITY OF EDINBURGH COUNCIL

North West

North East

Leith

Forth

Almond

Inverleith

Leith Walk

Craigentinny/ Duddingston

Drum Brae/Gyle

City Centre

EDINBURGH

Corstorphine /Murrayfield

Portobello/Craigmillar

Fountainbridge /Craiglockhart

Southside/Newington

Sighthill/Gorgie

Morningside

Pentland Hills

Liberton/Gilmerton

Colinton/Fairmilehead

South East

South West

N

2017 Multi-Member Ward	
2017 Locality	

Reproduced from the Ordnance Survey mapping with permission of the Controller of Her Majesty's Stationery Office © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings. Licence Number 100023420. City of Edinburgh Council 2016.

AK CE 2017

LOCALITY/PLACE STANDARD PROCESS

SERVICES

CEC   NHS   POLICE

PLACE STANDARD

CEC NHS POLICE

IDENTIFY BIG IDEA/KEY ISSUES

CROSS CUTTING INPUT

LOCALITY

LOCALITY IMPROVEMENT PLAN CONSULTATION

FOCUS ON DEPRIVED AREAS

SELECTED PLACE STANDARD

BUDGETS ALIGNED ON KEY ISSUE/BIG IDEA

Thank You

Will Garrett – will.garrett@edinburgh.gov.uk

Nick Croft – nick.croft@edinburgh.gov.uk

The Place Standard Goes Dutch

Katinka Vriends Policy Officer for Public Health and Social Development

Municipality of Terneuzen

Maarten Molenaar Senior Urban Planner Municipality of Terneuzen

Annelies Acda, Adviser

Dutch Centre of Expertise of Health Disparities

Terneuzen & Healthy In…

Experimenting with the Scottish

Place Standard

Today in this presentation

Background and context
Annelies Acda

Local context and use Scottish Place Standard
Maarten Molenaar

Local results
Katinka Vriends

Reflection, suggestions, opportunities

National programme -> local solutions

164 municipalities

€ 70 million

local socio-economic status

2014-2017 & 2018-2021

Healthy in....

PHAROS
EXPERTISECENTRUM GEZONDHEIDSVERSCHILLEN

PLATFORM31

Participatie

Sociale omgeving

Preventie en zorg

Fysieke omgeving

Gedrag en vaardigheden
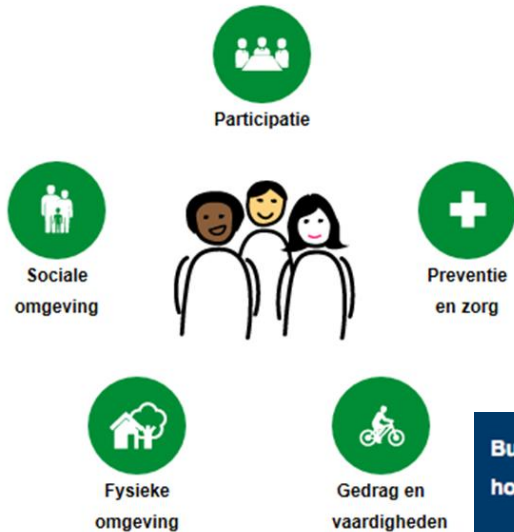
Burgers zijn hoofdrolspelers	**Differentiatie is essentieel**
Bestuurlijke betrokkenheid	**Proces even belangrijk als inhoud**
Synergie circuits	**Publiek en privaat**
Sociale marketing op alle niveaus	**Monitoren voortgang en resultaten**

- Multi track approach

- Use success factors from other programmes

- Share knowledge countrywide

- Report back

- CITIZENS MAIN FOCUS

  Method + Process + Contents

  Municipality in the lead, but national programme to support.

Participation

Social Environment

Prevention & Care

Physical Environment

Behaviour & Abilities

Physical Environment

"orgware"
How do we work together?
New legislation helps!

- *"software"*
- *"hardware"*

Multi disciplinary network group Platform Healthy Design study trip to Glasgow Feb 2017

Local Context

Sas van Gent:
Location in the Netherlands

Local Context - History

Local Context – Present Day
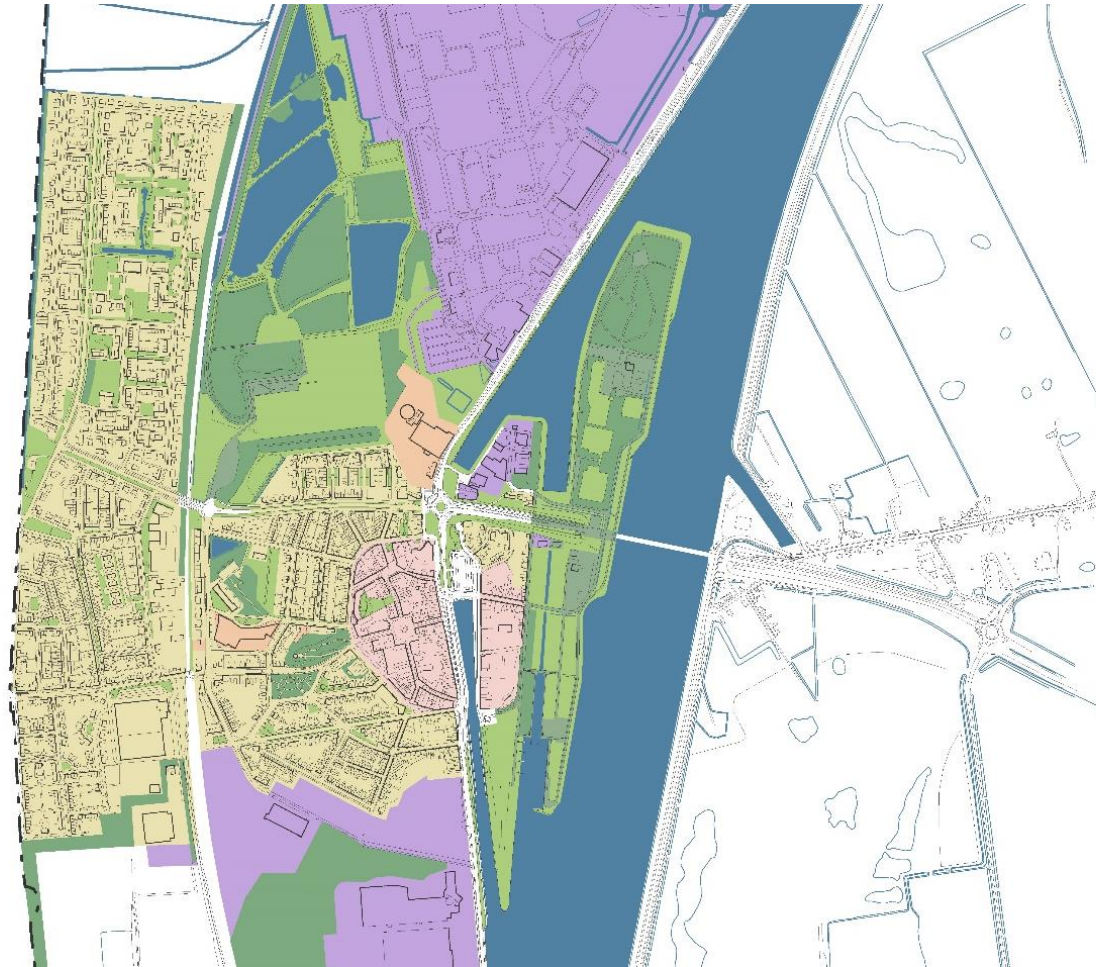
Local Context

Local Context

Local Context

Population Compared to Zeeland:

- Lower income
- More overweight
- Less physical activity
- Lower experienced health
- Less volunteer work

Statistics were ground for starting 'Healthy in' in Sas van Gent

Algemeen wijk-/dorpsprofiel

Bevolking

Inwoners aantal	Kern Sas van Gent..	Zeeland
2014	3.640	380.465

Inwoners van 0-14 jaar 2014	Kern Sas... 16 %	Inwoners van 65 jaar en ouder 2014	Kern Sas... 23 %

Leren, wonen en werken

Voelt zich altijd veilig - eigen wijk of dorp (16+ jaar)

Kern Sas van Gent (Sas van Gent) 41,5 %
Zeeland 43,7 %
2013

Gezondheid en gedrag

(Zeer) goede ervaren gezondheid (16+ jaar)

Kern Sas van Gent (Sas van Gent) 63,5 %
Zeeland 75,5 %
2013

Beweegt voldoende (16+ jaar)
42,2 % Kern Sas van Gent ..
49,8 % Zeeland
2013

(Ernstig) overgewicht (4-13 jaar)
21,8 % Kern Sas van Gent ..
13,0 % Zeeland
2016

Veiligheid

Sterke tot maximale dorpsbinding (16+ jaar)
46,0 % Kern Sas van Gent ..
49,5 % Zeeland
2013

Huishoudens met laag inkomen
48,0 % Kern Sas van Gent ..
40,0 % Zeeland
2013

Ondersteuning, welzijn en zorg

Geeft mantelzorg (16+ jaar)

23,5% Kern Sas van Gent (Sas van Gent)
19,7 % Zeeland
2013

Sociaal netwerk en meedoen

Doet vrijwilligerswerk (16+ jaar)

Kern Sas van Gent (Sas van Gent) 27,0 %
Zeeland 33,5 %
2013

Local Context

Population Compared to Zeeland:

- Lower birthrate
- Higher mortality
- More religion
- More one-person households

Use of Place Standard

Toward the 'Omgevingswet':

a 'change of culture' in organizing the built environment together.

- Pilot: Sas van Gent;
- Link with 'Healthy in' (Pharos);
- Use of Place Standard in engaging people;
- Learning about the main issues regarding the 'sense of place';
- Working on the differences in health by empowering people;
- Discussing broader changes in society and environment;
- Creating a spatial vision together as a base for future plans

'NO,UNLESS'	>	'YES,IF'
Allowing		**Inviting**
Sectoral thinking		**Integral thinking**
Static		**Dynamic**
Passive		**Active**
Alone		**Together**
Closed		**Open**
Check at the end		**Partner in process**
Internal focus		**External focus**
Rule		**Target**
Avoid risks		**Take risks**
Standard		**Creative**
Permits		**General rules**
To control		**To Facilitate**

Use of Place Standard

Process: Preparation

Municipality of Terneuzen: team participants

- Urban planning;
- Health;
- Communication;
- Economics;
- Environment.
- External consultant

Steps:

- Consultation of a council of inhabitants;
- Local excursion with the City Council;
- Translation of the Place Standard in Dutch (Pharos);
- Building a website (Layout, Privacy Statement, etc);
- Planning of publicity (banners, posters, social media, cards, free gadgets);
- Setting dates for group sessions.

Use of Place Standard

Use of Place Standard

Group discussions

6 group discussions, different perspectives
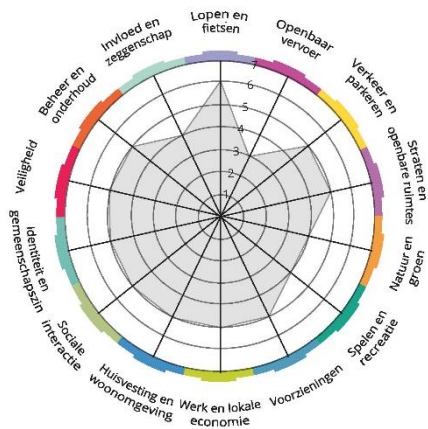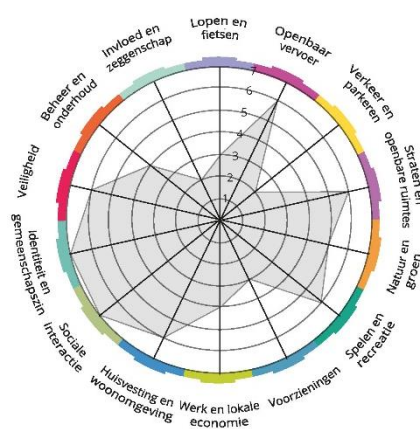
City council   **Senior citizens**   **Children age 12**   **Parents**
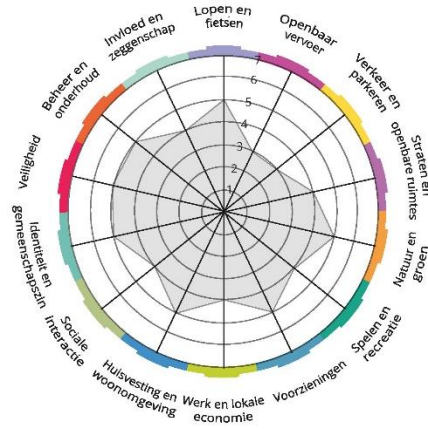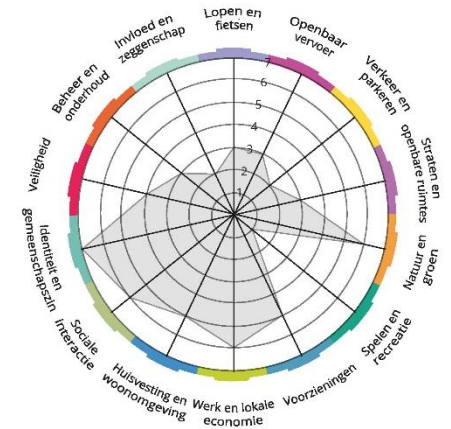
Use of Place Standard

Results

- 670 online reactions
- 80 reactions on paper
- Insights mainly in remarks, not in scores
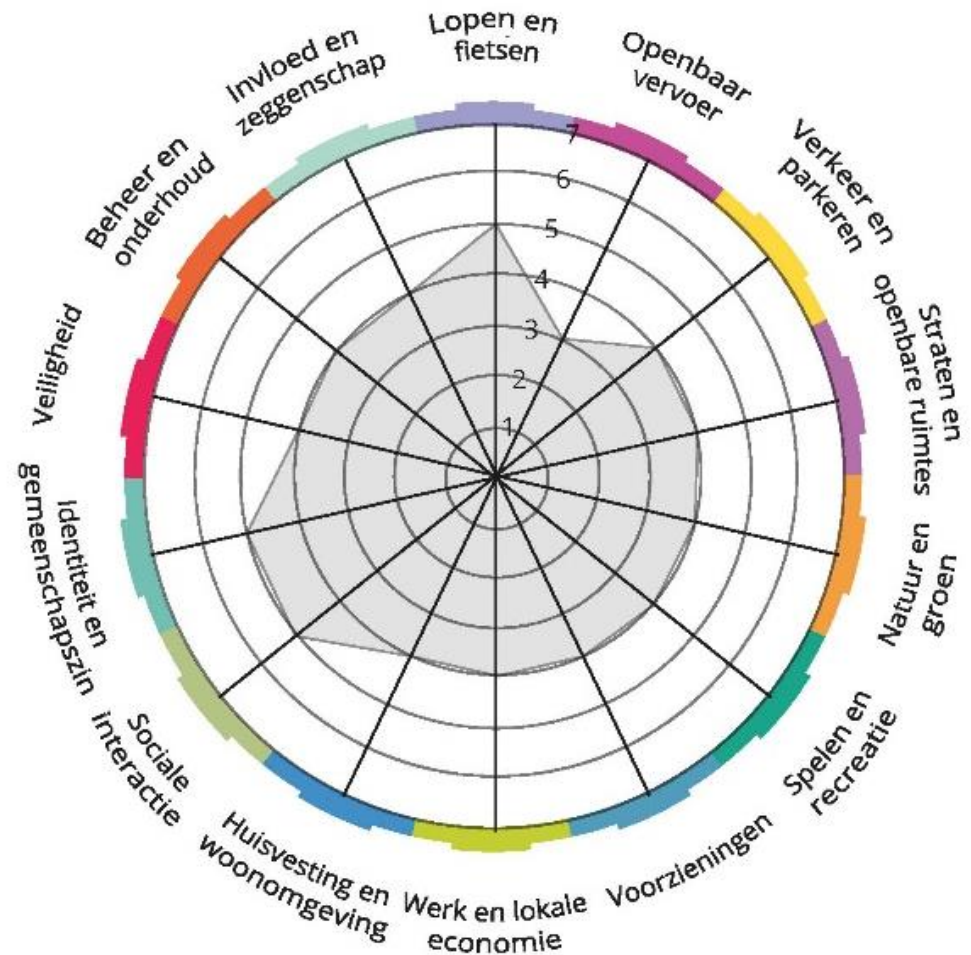
Use of Place Standard

Analysis

- **Input for next steps**
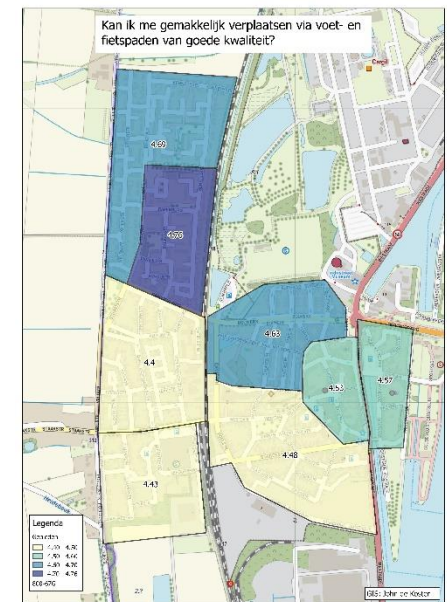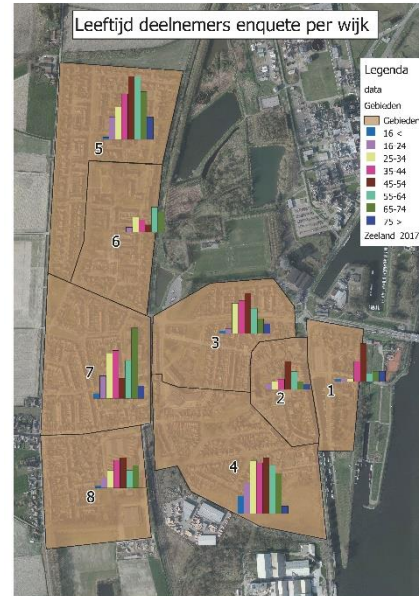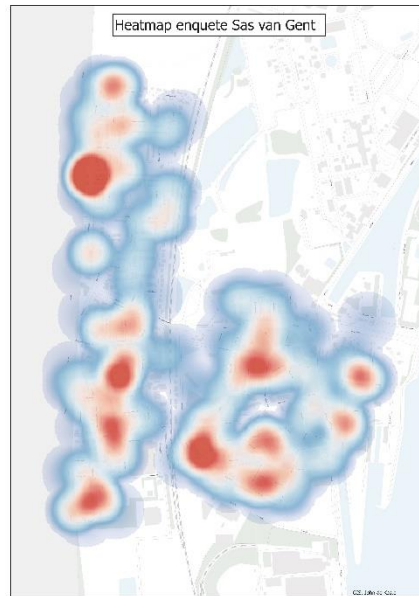
	Vraag 1	Vraag 2	Vraag 3	Vraag 4	Vraag 5	Vraag 6	Vraag 7	Vraag 8	Vraag 9	Vraag 10	Vraag 11	Vraag 12	Vraag 13	Vraag 14	Participanten	Percentage
Gemiddelde score	4,53	3,43	4,33	4,20	4,15	4,02	4,44	4,15	4,22	4,60	4,57	4,29	3,95	4,01	509	100,00%
onder 16	5,93	5,31	5,92	5,92	5,77	5,54	6,08	5,15	5,83	5,42	6,17	6,25	6,09	5,45	11	2,16%
16-24	5,20	3,12	4,46	4,18	4,63	4,16	3,97	4,14	4,54	4,23	4,46	4,50	4,82	3,97	33	6,48%
25-34	4,65	3,11	4,40	4,34	4,27	3,71	4,46	4,01	4,38	4,40	4,67	4,47	4,09	4,14	74	14,54%
35-44	4,42	3,32	4,20	4,09	4,09	3,82	4,57	4,24	4,29	4,74	4,50	4,02	4,06	4,06	87	17,09%
45-54	4,52	3,18	4,20	4,06	4,07	3,88	4,47	4,26	4,08	4,60	4,67	4,45	3,75	3,96	105	20,63%
55-64	4,16	3,36	3,97	3,97	3,98	3,86	4,38	3,91	3,89	4,36	4,23	3,82	3,49	3,82	87	17,09%
65-74	4,38	3,76	4,47	4,30	4,00	4,43	4,41	4,32	4,20	4,93	4,66	4,43	3,94	4,06	86	16,90%
75 en hoger	4,84	4,47	5,00	4,38	4,04	4,37	3,96	3,61	4,15	4,59	4,30	4,07	3,58	3,54	26	5,11%

Use of Place Standard

Summary of answers per question

score 4,53
Antwoorden: Vraag 1

Kan ik me gemakkelijk verplaatsen via voet- en fietspaden van goede kwaliteit?

Gesprekken
- Voetpaden liggen niet altijd vlak en worden niet goed onderhouden.
- Fietspaden worden met name langs het bolwerk als gevaarlijk ervaren
- Oversteken van de Canadalaan bij de Statie wordt als gevaarlijk ervaren.
- Op de Westdam/ Westkade wordt hard gereden en de oversteek wordt als knelpunt gezien.

Online
- Het te hard rijden van auto's, gevaarlijke verkeerssituaties. Met name het Bolwerk wordt veelvuldig genoemd.
- Een slechte bestrating van de stoep/weg
- Te hoge voetpaden, geen verlaging voor overstekende rolstoelgebruikers
- Geen of te weinig vuilnisbakken

Use of Place Standard

Main Subjects

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	Totaal
Fast driving / dangerous traffic	107		48									14			169
Empty stores / not enough stores				9			95	20							124
Poorly maintained green				19	73								28		120
Poor pavement	100				5								15		120
Poorly maintained buildings				77							6		27		110
Safety / Youth loitering				7	4	9						75	5		100
Playgrounds				6		74				5					85
No bins / dirt on road	4			15	11	5	2						45		82
Dog poop	1			6	15	5							22		49
Empty buildings				18					15						33
Poor integration Belgians									10		15				25
Lorry nuisance	1		18			1									20
Mobile home parking spot				4		11							1		16

Use of Place Standard

Presentation of the results in Sas van Gent september 20th

4 discussion groups (70 people in total):
- Basics   Public space, feeling safe
- Structure   Mobility, housing
- Systems   Local economy, amenities
- Social cohesion   Identity, influence

Use of Place Standard

Presentation of the results in Sas van Gent september 20th

Results:
- New groups of people were reached, new discussions were facilitated;
- A lot of input was generated for working together on a spatial vision;
- 14 people registered for a follow- up;
- Many issues were identified for direct action. In working on these issues 'Healthy in' can play a role in empowering people, coöperating in neighbourhoods.

Reflection on the Place Standard

Great for:
- Getting people involved;
- Reaching a large number of inhabitants quickly;
- Generating a lot of information.

Methods:
- Can be used in different ways: online, discussion groups, interviews;
- Input about weighing the outcome of the different methods would be helpful

Translation and meaning:
The word 'place' in English is difficult to translate to Dutch. 'plaats' means 'town', 'plek' means 'spot', 'omgeving' is like 'umwelt (German), not exactly the same as 'environment' or 'place'? It needs physical and social elements....

User Guide
It would be helpful to create a 'user guide' for international use: meaning of key terms, grouping of questions, use of website, tools for analysis, etc.

Reflection on the Place Standard

List of questions:

- A lot of text, this can be discouraging. Not all the questions were completed;
- Group discussions take quite a lot of time;
- Overlap in the subjects/ answers between different questions;
- The range of 1 to 7 is confusing, a 10- point scale is standard in education in the Netherlands.

Specific for Sas van Gent:

- The questions relate to everyday experience. How to open the mind to a more abstract view, regarding future developments?
- Subjects like sustainability, climate change, energy transition, water could be added;
- After engaging people we wish to keep working together, searching for greater empowerment, improving health. Thoughts on this: working with schools, improving playgrounds, reaching parents, etc..
- Buy- in from other branches of the municipality is a challenge

Questions?

Katinka Vriends
k.vriends@terneuzen.nl

Maarten Molenaar
m.molenaar@terneuzen.nl

Annelies Acda
a.acda@pharos.nl
info@gezondin.nu

Early Learning
The Place Standard Evaluation

Megan McPherson
Public Health Intelligence Adviser
NHS Health Scotland

Place Standard

How Good is Our Place?

Place Standard process evaluation: learning from case studies in year one

Megan MacPherson

Public Health Intelligence Adviser
NHS Health Scotland
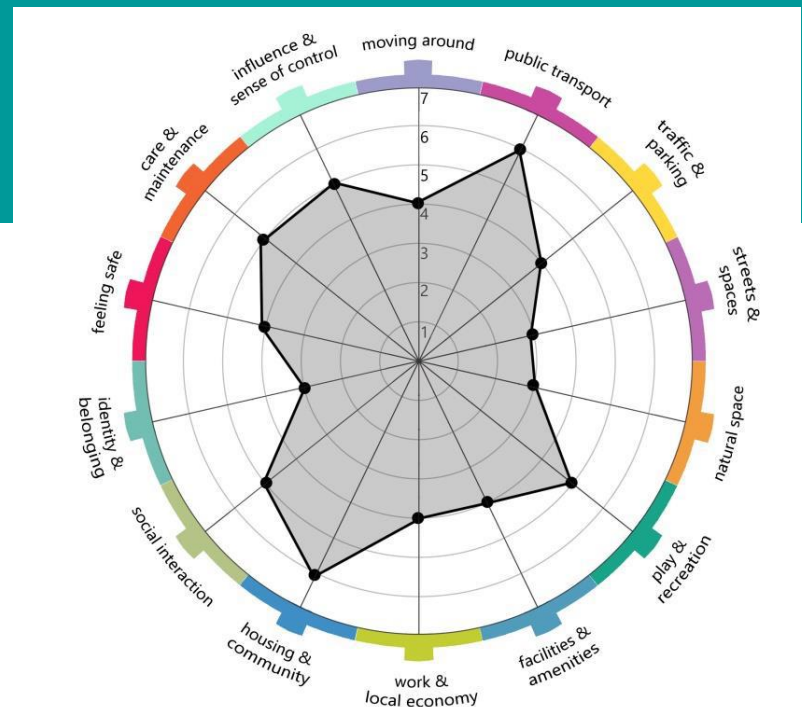
www.placestandard.scot

Place Standard Evaluation: learning from year one
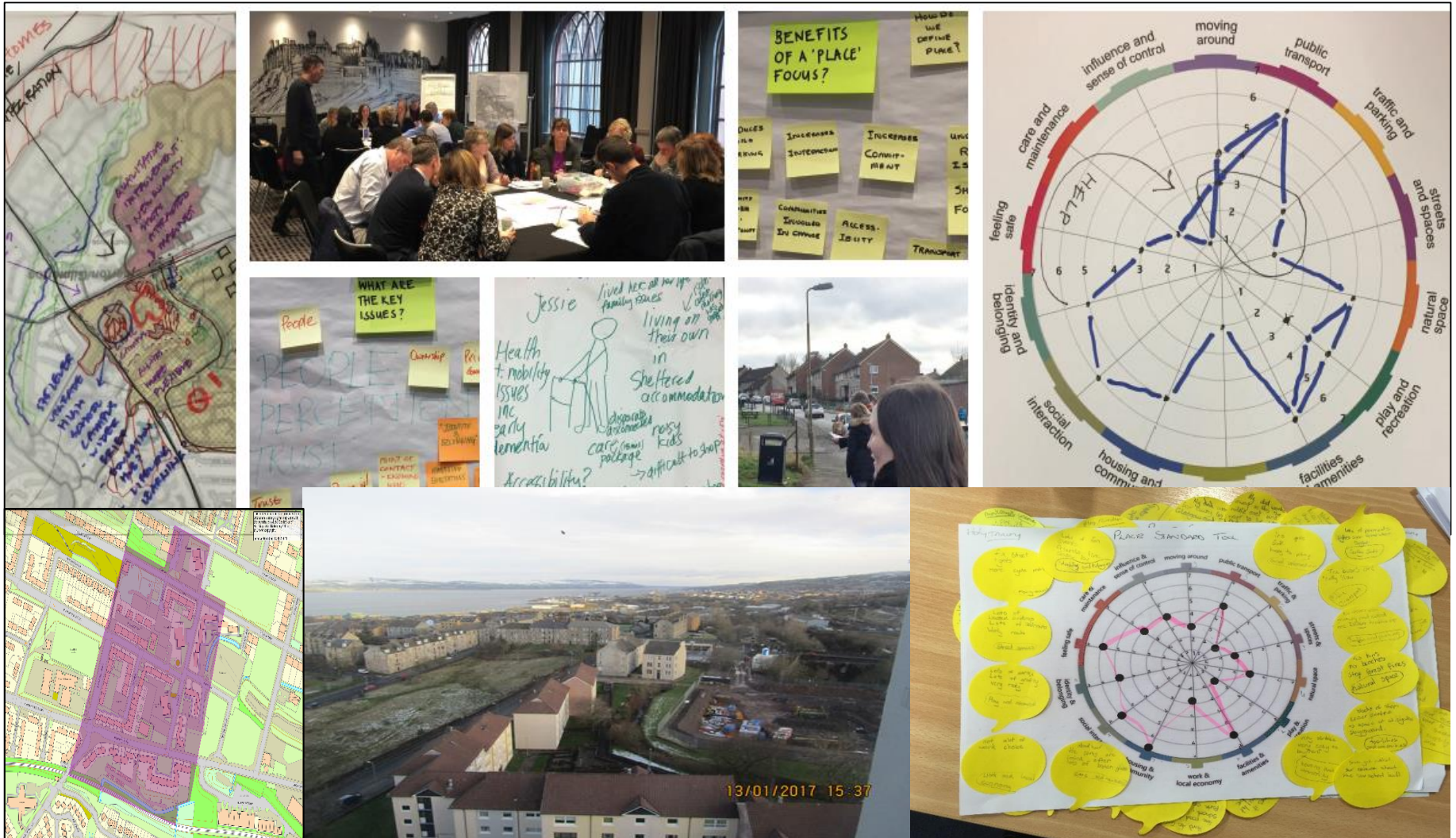
Overview

- Evaluation aims

- Methodology

- Main findings

- Evidence into action

Evaluating the Place Standard
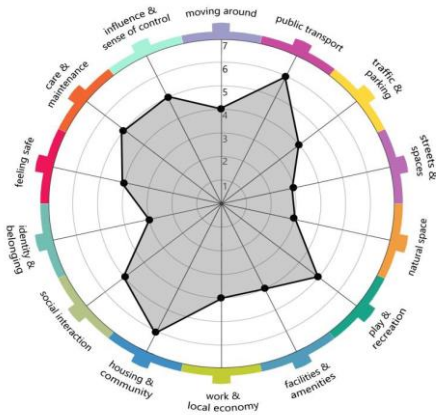
Process Evaluation

- Assess PS implementation
- Understanding of how PS <u>might lead</u> to outcomes
- Identify improvements (barriers and facilitators to implementation)

Outcomes

The aim of a process evaluation is to understand how a policy or programme worked in practice and how people reacted to it.

Evaluation aims

1. Understand the reach of the Place Standard across Scotland

2. Understand how the Place Standard has been implemented across local settings

3. Capture and share learning from Place Standard implementation to support improvements for future use of the tool.

Methodology

- Case study methodology (x 5)
- Purposive sampling
- 25 in-depth qualitative interviews with implementation leads
- Observations & document reviews

- Reach
  - Established database – this is reliant on self-reporting from implementation leads, local authority leads, alliance members etc.

- Data collected between January 2016 and February 2017

Case Studies

- East Dunbartonshire (Hillhead and Harestanes areas)
  - Place Standard used in two small localities to inform locality planning
  - Targeted engagements (focus groups; 1 2 1s; online survey) >500

- Greenock (Broomhill)
  - Place Standard used to inform social housing regeneration
  - Four focus groups with approx. 10 participants

- Shetland Islands
  - Place Standard survey to inform strategic planning
  - + 900 online responses

- Fife People's Panel
  - Inform strategic and locality planning
  - Place Standard survey to 2,000 people panel members

- Blairgowrie and Rattray
  - Community consultation
  - Place Standard used as 1 2 1s and workshop
  - Over 150 participants

Findings

Place Standard Reach Recorded Across Scotland
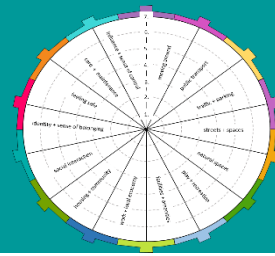
Since December 2015:

- Over **80** instances of use across Scotland
- **11,000 +** individuals using the tool
- More than **70%** of Local Authorities are using or have signed up to use the Place Standard
- Mostly used by local authorities as a tool to support community engagement and to support the development of LOIP.
- Applied at varied scales and geographies (whole local authorities or small distinct places) and mix of urban and rural use.

Shetland Islands

Comhairle nan Eilean Siar

Highland

Moray Council

Aberdeenshire

Aberdeen City

Perth + Kinross Council

Angus Council

Dundee City

Argyll & Bute Council

East Dunbartonshire Council

Stirling Council

Fife Council

Glasgow City

West Lothian Council

Inverclyde Council

Edinburgh City

South Lanarkshire Council

East Lothian Council

North Ayrshire Council

Scottish Borders Council

East Ayrshire Council

South Ayrshire Council

Dumfries & Galloway Council

© NHS HEALTH SCOTLAND

Key:

Number of activities using the Place Standard Tool in each Local Authority Area.

UNDERESTIMATE

- Our understanding of the Place Standard reach is likely to be significantly underestimated

- No mandatory requirement for individuals to report when they are using the tool

- Not everyone using the Place Standard will be captured through our reporting mechanisms

- Community groups, voluntary sector and private consultants least likely to be captured

Shetland Islands

Comhairle nan Eilean Siar — 2

Highland — 1

Moray Council — 1

Aberdeenshire — 1

Aberdeen City — 4

Perth + Kinross Council — 1

Angus Council — 1

Dundee City — 7

Fife Council — 5

Argyll & Bute Council — 1

East Dunbartonshire Council — 3

Stirling Council — 4

Glasgow City — 9

Inverclyde Council — 2

West Lothian Council — 1

Edinburgh City — 6

East Lothian Council — 1

South Lanarkshire Council — 5

North Ayrshire Council — 6

East Ayrshire Council — 1

South Ayrshire Council — 1

Scottish Borders Council — 1

Dumfries & Galloway Council — 2

© NHS HEALTH SCOTLAND

Key:

2 — Number of activities using the Place Standard Tool in each Local Authority Area.

Understanding Local Implementation

7 key themes were identified:

1. Engagement

2. Importance of context

3. Key skills

4. Resourcing

5. Achieving buy-in

6. Managing expectations

7. Delivering action

Theme 1 - Engagement

- Challenges obtaining representative reach.
  - More woman than men
  - Lack of children and young people
- Importance of raising awareness.
- Moving away from traditional engagement methods help to overcome some of the barriers of engagement.
- Existing mechanisms for engagement facilitated the process.
- **Targeted engagement** approaches were most effective.

What implementation leads said…

"Our reach was much higher than we ever have had before. We also reached a lot of protected characteristic groups and those that wouldn't typically engage in any type of consultation."

"People living chaotic lives or struggling with welfare reforms are no(t) going to come through the doors. They won't have the confidence. We needed to go where they would be."

"We need to move away from traditional methods of engagement and have enough confidence to say that these approaches don't work as well."

"Engaging with the right people and representative groups is key, but this can also be challenging."

Theme 2 - Importance of context

- Being flexible in Place Standard application was perceived as key.
- Considering the user group, scale, context and outcomes.
- Face-to-face preferred method across smaller localities and online was the preferred methods across larger areas.

"I would also say that there is a question around the scale of place in which the Place Standard can be applied... I think the Place Standard works best on smaller scales."

Case study 2: Broomhill Greenock

Theme 3 - Key skills

1. Project management

2. Facilitation skills

3. Analytical skills, **particularly qualitative data analysis**

"Yes I mean I thought the training was useful, but as a community worker I am used to this sort of thing. I think it's important that someone using the Place Standard has previous experience of community engagement or facilitation ."

"This process would definitely benefit from having someone who is skilled and competent with data analysis skills, particularly qualitative data."

Theme 4 - Resourcing

- Resources required to implement the Place Standard were largely attributed to staff time and varied depending on the context, method and reach.

- Generally, the most resource intensive phase was carrying out the data analysis, and this was generally found to be more resource intensive than originally anticipated.

Case study 3: Shetland Islands

- Over 900 survey responses with **over 5,000 qualitative comments to be analysed**!

Theme 5 - Achieving buy in

Achieving buy-in across three groups was identified as important:

a) Senior buy-in
b) Stakeholder buy-in
c) Community buy-in

"I think one of the key learning points is that the Place Standard can be everybody's tool. It's not just a tool for community planning... I think in order for it to be a success and lead to actionable changes then a mix of community planning, transport, finance, housing, education etc. should be involved."

Theme 6 - Managing expectations

- Using the Place Standard may raise expectations that cannot be delivered.

- Being open and honest with people at the beginning of the process about what can and can't be achieved through the process is important.

- Communicate results and action plans.

"Using the Place Standard does risk raising expectations that the council can't deliver"

"Danger with doing anything like this is that it raises expectations and the responsibility is on the council to fix everything."

Theme 7 - Delivering actions

- The longer term impacts of using the Place Standard are dependent on whether actions are taken to address priority issues identified.

- Other factors such as: availability of budgets, buy-in across services and timing could potentially act as a barrier or enabler to delivering these actions.

- Being clear about whose responsibility it might be to take forward actions will support actions being taken forward to improve place quality.

- Align Place Standard use with strategic or financial decisions to maximise its influence on decision-making.

"We cannot afford to have done all this work, engaging with the community, and nothing happens."

"I suppose my concern is that the Place Standard is seen as the start and the end of a process…it is crucial that it is seen as a way to drive action."

"Well I would say one thing that wasn't clear to me is where my responsibility stopped and started. At what point do I hand the results over and ensure that this will direct action?"

Positives

- Perceived positively, particularly as a tool to support community engagement.

- Straightforward, easy to understand and helped to add another layer of understanding about place.

- Place Standard diagram provides a powerful representation of place that can be used to direct actions.

Negatives

- There was some duplication between themes and difficult to use opportunistically (due to its length).

- Language can be complicated if using with certain groups.

- NHS and Education services not explicitly captured under 14 themes.

Other Findings
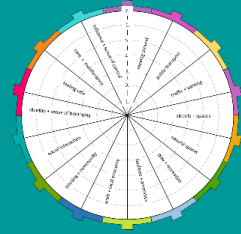
- **Overall, the qualitative comments obtained from the Place Standard tool were perceived as being more important in identifying priorities for action than the score.**

- Averaging the Place Standard score resulted in everything scoring around 3 or 4 and it was important to understand reasons for each score.
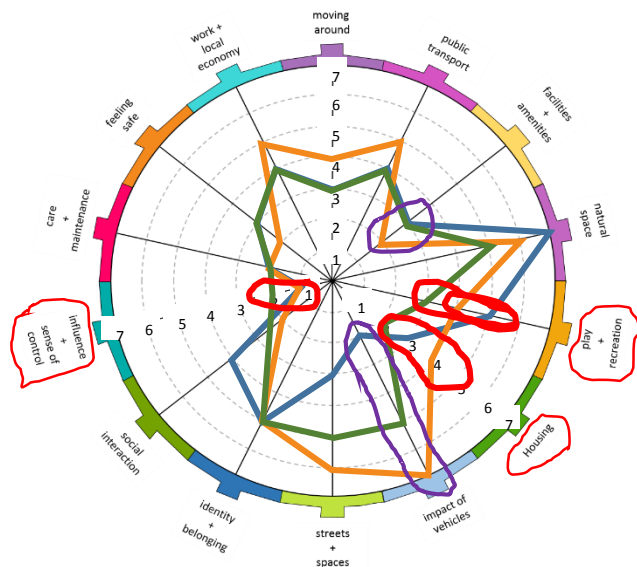
Priorities for Action:

Influence + Sense of Control:
Let local people be involved in the process from the beginning – what needs changed; How it will be changed; Help choose Who they want to work with; etc.

Housing:
More housing options needed for older people and starter homes for young people.

Play + Recreation:
new seats, lighting and café with toilets in our Park.

Limitations and next steps

Limitations:

- Reach findings likely to be an underestimate
- Inevitable gaps in examples of case studies (e.g. community led groups, new planning application use)

Next steps:

- Action being taken to improve data collection (website) and encouraging self-reported case studies.
- Place Standard online-tool has been developed to support use by multiple individuals.
- Planned work to provide guidance on how best to analyse the Place Standard data.
- Exploring potential to follow up case-study areas to provide evidence on impact.

Conclusions

- Since its launch, the Place Standard has been used many times to support place-making across Scotland.

- Despite variances in its application, the evaluation findings are applicable across different contexts.

- The Place Standard provides **a starting point** for identifying place-based priorities.

- It is key that **action** is then taken to deliver on these priorities to improve the quality of places over time.

Full evaluation report available at:

http://www.healthscotland.scot/publications/

place-standard-process-evaluation-year-one
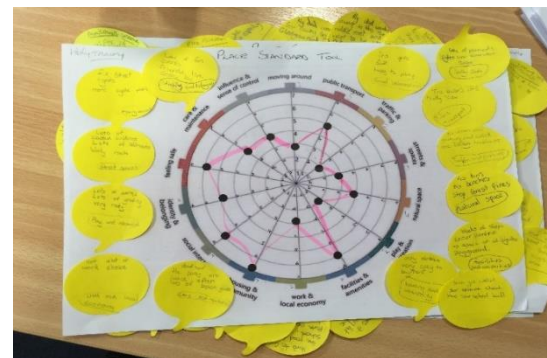
Thank you

Megan MacPherson
Public Health Intelligence Adviser
NHS Health Scotland

email: megan.macpherson@nhs.net