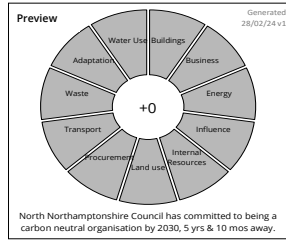


Climate Change Impact Assessment Tool (v1)

| | |
|----------------------------|---|
| Directorate & Service Area | Corporate Services |
| Report Name | Customer Remedy Policy |
| Report date | |
| Report author & role | Simon Mills AD Customer Experience / Amanda Davies - Customer Delivery |
| Proposal Summary | Introduction of internal guidance for case managers, to run alongside our complaints policy, ensuring consistent outcomes are made and reflect best work practice of NNC. |
| Export filename | Customer Remedy Policy CCIA 28.02.24 .png |



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| Category | Impact | Notes / justification for score / existing work (see guidance sheet or CCIA detailed notes for more information) | Score (-5 to +5) | Mitigations (If the impact is negative, please provide a mitigating action for reducing the impact going forward) |
|--------------------|---|--|------------------|---|
| Buildings | Building construction | | | |
| Buildings | Building use | | | |
| Buildings | Green / blue infrastructure | | | |
| Buildings | | | | |
| Business | Developing green businesses | | | |
| Business | Marketable skills & training | | | |
| Business | Sustainability in business | | | |
| Business | | | | |
| Energy | Energy efficiency | | | |
| Energy | Reducing energy demand | | | |
| Energy | Switching to low-carbon energy supply | | | |
| Energy | | | | |
| Influence | Communication & engagement | | | |
| Influence | Wider influence | | | |
| Influence | Working with communities | | | |
| Influence | Working with partners | | | |
| Influence | | | | |
| Internal Resources | Material / infrastructure requirement | | | |
| Internal Resources | Staff time requirement | | | |
| Internal Resources | Staff travel requirement | | | |
| Internal Resources | External funding | | | |
| Internal Resources | | | | |
| Land use | Carbon storage | | | |
| Land use | Improving biodiversity adaptation | | | |
| Land use | Natural flood management | | | |
| Land use | | | | |
| Procurement | Food & Drink | | | |
| Procurement | Products | | | |
| Procurement | Single-use plastic | | | |
| Procurement | Services | | | |
| Procurement | | | | |
| Transport | Decarbonising vehicles | | | |
| Transport | Improving infrastructure | | | |
| Transport | Demand reduction | | | |
| Transport | Supporting people to use public transport | | | |
| Transport | Supporting people to use active travel | | | |
| Transport | | | | |
| Waste | End of life disposal / recycling | | | |
| Waste | Waste volume | | | |
| Waste | | | | |
| Adaptation | Drought vulnerability | | | |
| Adaptation | Flooding vulnerability | | | |
| Adaptation | Heatwave vulnerability | | | |
| Adaptation | | | | |
| Water Use | Improving water-use efficiency | | | |
| Other | Other 1 | | | |
| Other | Other 2 | | | |
| Other | Other 3 | | | |
| Other | Other 4 | | | |