Climate Change Impact Assessment Tool (v1)         Directorate & corporate Services         Report Name       Customer Remedy Policy         Report author & Simon Mils AD Customer Experience / role       Amanda Davies - Customer Delivery         Proposal Summary       Introduction of Internal guidance for case managers, to run alongside our complaints policy, ensuring consistant outcomes are made and reflect best workig practice of NNC.         Export filename       Customer Remedy Policy (L1 28.02.24)         Report aline       Notes / Justification for score / existing work (see guidance sheet or CCIA detailed notes for more information)         Score (Store)       Miligations (If the impact is negative, please provide a mitigation for reducing the impact going forward)         Buildings       Building use						
service Area       Corporate Services         Report Name       Keport Name         Report ade       Castomer Remedy Policy         Report ade       Amanda Davises - Customer Delivery         Proposal Summary       Introduction of internal guidance for case         manages, to run alongside our complaints       North Northamptonshire Council has committed to being a         carbon neutral organisation by 2030, 5 yrs 8-10 mos away.       Notes / justification for score / existing work         Category       Impact       Notes / justification for score / existing work       Score         (if the impact is negative, please provide a mitiga       (if the impact is negative, please provide a mitiga       autoin for reducing forward)	Climate Cl	nange Impact Assessme	nt Tool (v1)	Preview 28/02/24 v1		
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Buildings         Building construction         (-5 to +5)         (If the impact is negative, please provide a militige action for reducing the impact going forward)	Export filename	Customer Remedy Policy CCIA 28.02.24	.png		1	
Buildings Building construction	Category	Impact				(If the impact is negative, please provide a mitigating
		Building use				

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	. C her er er e	
	Material / infrastructure requirement	
Internal Resources	Staff time requirement	
	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	