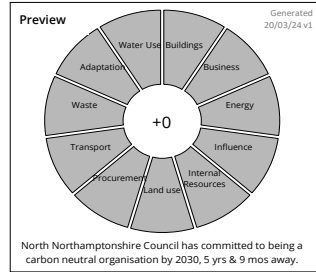


# Climate Change Impact Assessment Tool (v1)

<b>Directorate &amp; Service Area</b>	Customer and Governance
<b>Report Name</b>	Customer Service operational update
<b>Report date</b>	09/04/2024
<b>Report author &amp; role</b>	Simon Mills - Assistant Director Customer Experience
<b>Proposal Summary</b>	The report is an update to the corporate scrutiny committee on the customer service operation.
<b>Export filename</b>	Customer Service operational update CCIA 09_04_2024 .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			

Score	Definition
-5	<p>A major climate cost which affects the whole of NNC and our neighbours, the entire North Northants area, or which will continue for at least a decade. This might be a decision which has one or more of the following:</p> <ul style="list-style-type: none"> <li>•A serious impact on our ability to reach our carbon neutral target by 2030</li> <li>•A significant impact increasing emissions at a council level</li> <li>•A long-term increase in council emission of more than 100 tonnes of carbon dioxide equivalent per year (approximately 450,000 miles of petrol car travel)</li> <li>•A substantial reduction in our ability to store carbon or manage climate change adaptations (for example felling woodland)</li> </ul>
-3	<p>A significant climate cost which affects the whole of NNC, an entire electoral ward (or equivalent), or which lasts five to ten years. For example:</p> <ul style="list-style-type: none"> <li>•A multi-year project with a large energy requirement</li> <li>•A significant increase in waste through refurbishing a large number of buildings</li> <li>•A permanent or long-term increase in council emission of more than 10 tonnes of carbon dioxide equivalent per year (approximately 45,000 miles of petrol car travel)</li> <li>•A substantial reduction in our ability to store carbon or manage climate change adaptations, i.e., building on an open spaces site</li> </ul>
0	No measurable effect. Negligible change.
+3	<p>A significant climate benefit which affects the whole of NNC, an entire electoral ward (or equivalent), or which lasts five to ten years. For example:</p> <ul style="list-style-type: none"> <li>•Installation of renewable energy generation capacity within NNC buildings</li> <li>•Reduction of fleet use, or requirement for fossil fuel powered vehicles</li> <li>•A permanent or long-term decrease in council emission of more than 10 tonnes of carbon dioxide equivalent per year (approximately 45,000 miles of petrol car travel)</li> <li>•A substantial increase in our ability to store carbon or manage climate change adaptations, i.e., the development of a natural flood management scheme</li> </ul>
+5	<p>A major climate benefit which affects the whole of NNC and our neighbours, the entire North Northants area, or which will continue for at least a decade. This might be a decision which has one or more of the following:</p> <ul style="list-style-type: none"> <li>•A significant reduction in emissions that requires no additional emissions to realise</li> <li>•A decision which could be considered an exemplar project for other local authorities</li> <li>•A significant project decreasing emissions for the council</li> <li>•A long-term decrease in our emission levels of more than 100 tonnes of carbon dioxide equivalent per year (approximately 450,000 miles of petrol car travel)</li> <li>•A substantial increase in our ability to store carbon or manage climate change adaptations, i.e., planting more than 1 hectare of woodland</li> </ul>