

Climate change impact assessment

The purpose of this assessment is to help us understand the likely impacts of our decisions on the environment of North Yorkshire and on our aspiration to achieve net carbon neutrality by 2030, or as close to that date as possible. The intention is to mitigate negative effects and identify projects which will have positive effects.

This document should be completed in consultation with the supporting guidance. The final document will be published as part of the decision-making process and should be written in Plain English.

If you have any additional queries which are not covered by the guidance please email climatechange@northyorks.gov.uk

Version 2: amended 11 August 2021

Please note: You may not need to undertake this assessment if your proposal will be subject to any of the following:

Planning Permission
Environmental Impact Assessment
Strategic Environmental Assessment

However, you will still need to summarise your findings in the summary section of the form below.

Please contact climatechange@northyorks.gov.uk for advice.

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| Title of proposal | Customer Experience Strategy (CXS) 2025 - 2030 |
| Brief description of proposal | A strategy to transform how North Yorkshire Council delivers customer-facing services, focusing on digital transformation, improved accessibility, and continuous improvement, with the aim of enhancing customer satisfaction and supporting the Council's net carbon neutrality goal by 2030. |
| Directorate | Resources |
| Service area | Customer, Revenue & Benefits |
| Lead officer | Margaret Wallace |
| Names and roles of other people involved in carrying out the impact assessment | Margaret Wallace |
| Date impact assessment started | 23/10/2025 |

Options appraisal

Were any other options considered in trying to achieve the aim of this project? If so, please give brief details and explain why alternative options were not progressed.

Alternative approaches to customer experience were considered, including maintaining current service models. These were rejected because:

Transparency and Accountability: Publishing a clear strategy demonstrates how we manage customer interactions and data, supporting governance and openness.

Risk of Fragmented Decision-Making: Without a published strategy, customer service decisions may lack cohesion, leading to inefficiencies or reputational risks.

Community and Stakeholder Engagement: A published strategy enables consistent engagement with customers and stakeholders, reducing miscommunication.

What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?

Please explain briefly why this will be the result, detailing estimated savings or costs where this is possible.

The Customer Experience Strategy is designed to be cost-effective by:

Centralising customer service functions to enable economies of scale in technology, training, and support.

Improving financial oversight and prioritisation of investment in digital tools and customer support.

Aligning investment decisions with corporate objectives, enabling targeted improvements and better return on investment.

Potential energy savings from increased digital service delivery and reduced reliance on paper and physical resources.

| <p>How will this proposal impact on the environment?</p> <p>N.B. There may be short term negative impact and longer-term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p> | <p>Positive impact (Place a X in the box below where relevant)</p> | <p>No impact (Place a X in the box below where relevant)</p> | <p>Negative impact (Place a X in the box below where relevant)</p> | <p>Explain why will it have this effect and over what timescale?</p> <p>Where possible/relevant please include:</p> <ul style="list-style-type: none"> • Changes over and above business as usual • Evidence or measurement of effect • Figures for CO₂e • Links to relevant documents | <p>Explain how you plan to mitigate any negative impacts.</p> | <p>Explain how you plan to improve any positive outcomes as far as possible.</p> | |
|---|---|---|---|---|---|--|--|
| <p>Minimise greenhouse gas emissions e.g. reducing emissions from travel, increasing energy efficiencies etc.</p> | Emissions from travel | x | | | Emissions from Travel: Expanding digital self-service and remote support options reduces the need for physical travel, lowering greenhouse gas emissions from both staff and customers. | | |
| | Emissions from construction | | x | | | | |
| | Emissions from running of buildings | | x | | | | |
| | Emissions from data storage | x | | | Consolidating customer data systems through a single corporate platform can reduce energy consumption, provided green IT practices are followed. | | |
| | Other | | x | | | | |
| <p>Minimise waste: Reduce, reuse, recycle and compost e.g. reducing use of single use plastic</p> | x | | | Digital transformation reduces reliance on paper and single-use materials, supporting waste reduction. | | | |

| <p>How will this proposal impact on the environment?</p> <p>N.B. There may be short term negative impact and longer-term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.</p> | <p>Positive impact (Place a X in the box below where relevant)</p> | <p>No impact (Place a X in the box below where relevant)</p> | <p>Negative impact (Place a X in the box below where relevant)</p> | <p>Explain why will it have this effect and over what timescale?</p> <p>Where possible/relevant please include:</p> <ul style="list-style-type: none"> • Changes over and above business as usual • Evidence or measurement of effect • Figures for CO₂e • Links to relevant documents | <p>Explain how you plan to mitigate any negative impacts.</p> | <p>Explain how you plan to improve any positive outcomes as far as possible.</p> |
|---|---|---|---|---|---|--|
| Reduce water consumption | x | | | Reducing the need for paper-based processes lowers water usage associated with building operations and resource production. | | |
| Minimise pollution (including air, land, water, light and noise) | x | | | Energy-efficient digital services reduce reliance on fossil fuels and minimise pollution from travel and physical resource use. | | |
| Ensure resilience to the effects of climate change e.g. reducing flood risk, mitigating effects of drier, hotter summers | x | | | Digital platforms and remote support models are resilient to climate-related disruptions, such as extreme weather events. | | |
| Enhance conservation and wildlife | x | | | Reducing the need for physical infrastructure and travel helps preserve natural habitats and supports biodiversity. | | |

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|---|---|---|---|---|--|---|
| <p>Safeguard the distinctive characteristics, features, and special qualities of North Yorkshire's landscape</p> | | x | | | | |
| <p>Other (please state below)</p> | | | | | | |

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| <p>Are there any recognised good practice environmental standards in relation to this proposal? If so, please detail how this proposal meets those standards.</p> |
| <p>Sustainability & Carbon Reduction</p> <p>The Customer Experience Strategy supports the Council's Climate Change Strategy by:</p> <ul style="list-style-type: none"> • Integrating sustainability into service redesign and digital transformation. • Promoting agile working and flexible use of digital channels to reduce the overall footprint. • Aligning operational improvements with corporate sustainability goals. |

Summary Summarise the findings of your impact assessment, including impacts, the recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

The adoption of the Customer Experience Strategy enables a planned and organised approach to managing climate change impacts in relation to our customer-facing services that will link with the property strategy. A robust governance structure will ensure appropriate reporting and oversight of performance, supporting strategic alignment and decision making.

Sign off section

This climate change impact assessment was completed by:

| | |
|------------------------|--------------------------------------|
| Name | Margaret Wallace |
| Job title | Assistant Director |
| Service area | Customer Revenue and Benefits |
| Directorate | Resources |
| Signature | Margaret Wallace |
| Completion date | 23/10/2025 |

Authorised by relevant Assistant Director (signature):

Date: