

TRDC Climate and Sustainability Impact Assesment

Score / Colour Code	Impact and Recommendation
Dark green (4)	Strong positive impacts for climate/sustainability. Recommendation to proceed as is with this aspect.
Light green (3)	Some positive impact for climate/sustainability. Recommendation to further enhance this aspect where possible and proceed.
Yellow (2)	Some possible negative impacts for climate/sustainability. Recommendation to review these aspects and find mitigations where possible.
Red (1)	Considerable inconsistency with the council's climate/sustainability objectives. Strong recommendation to review these aspects and find mitigations.
Grey (0)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

Guidance for use

Please answer all questions from the drop-down options in the 'impact' column (C), including 'not applicable' as needed. Then provide Justification (Column E) to explain your score.

Please email your completed copy of the form to climate.change@threerivers.gov.uk.

Key to the colour coding of answers is given at the top of the page.

NB: "Not applicable" scores do not count towards the average score.

Name of project/policy/procurement and date		Customer Experience Strategy 2026-29
Brief description of project/policy/procurement (1-2 sentences):		Update 2023-26 Customer Experience Strategy to cover the period 2026-29.

Homes, buildings, infrastructure, equipment and energy			
Question	Impact (select from list)	Score 1 to 4)	Justification or mitigation
1 Will this project increase overall energy use (electricity or other fuels)?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
2 Does this project directly use fossil fuels such as gas, petrol, diesel, oil?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
3 Does this project further maximise the use of existing building space? <i>E.g. co-locating services; bringing under-used space into use; using buildings out-of-hours</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
4 Will any new building constructed or refurbished be highly energy efficient in use? <i>e.g. high levels of insulation, low energy demand per m2, no fossil fuel heating, EPC rating"A" or BREAM "excellent".</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
5 Does this make use of sustainable materials / inputs in your project? <i>e.g. re-used or recycled construction materials; timber in place of concrete</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
6 Will this increase the supply of renewable energy? <i>e.g. installing solar panels; switching to a renewable energy tariff</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
7 Are any appliances or electrical equipment to be used highly energy efficient? <i>e.g. Energy rating label A-G</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
Average Score		0.00	

Ways to optimise sustainability and work towards net zero carbon:

- Insulate buildings to a high standard.
- Include energy efficiency measures during renovations
- Replace gas boilers with low-carbon heating, such as heat pumps.
- Consider enabling connection to future District Heat Networks, where possible.
- Construct new buildings to Passivhaus standard and seek to reduce the embodied energy of the construction.
- Design and deliver buildings and infrastructure with lower-carbon materials, such as recycled material, wool- or hemp-based insulation, and timber frames.
- Use construction methods that reduce overall energy use, such as modular, factory-built components, or use of electrical plant on-site.
- Install solar panels or other renewable energy technologies, and consider including battery storage.
- Switch to a certified renewable energy provider e.g. utilise power purchase agreements (PPA)
- Use energy-efficient appliances. For more information: <https://energysavingtrust.org.uk/advice/home-appliances/>
- Install low-energy LED lighting.
- Install measures to help manage building energy demand, such as smart meters, timers on lighting, or building management systems.

TRDC Climate and Sustainability Impact Assesment

Score / Colour Code	Impact and Recommendation
Dark green (4)	Strong positive impacts for climate/sustainability. Recommendation to proceed as is with this aspect.
Light green (3)	Some positive impact for climate/sustainability. Recommendation to further enhance this aspect where possible and proceed.
Yellow (2)	Some possible negative impacts for climate/sustainability. Recommendation to review these aspects and find mitigations where possible.
Red (1)	Considerable inconsistency with the council's climate/sustainability objectives. Strong recommendation to review these aspects and find mitigations.
Grey (0)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

Travel			
Question	Impact	Score (0-4)	Justification or mitigation
8 Will this project increase overall private vehicle use?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
9 Will this project purchase new zero-emission vehicles, or lower-emission vehicle models (compared to alternatives)?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
10 Will this project support people to use active or lower-emission transport? <i>E.g. cycling, walking, switching to electric transport</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
11 Will the project be easily accessible for all by foot, bike, or public transport, including for disabled people?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
12 Will the project provide or enhance infrastructure for bikes, public transport or zero-emission vehicles? <i>e.g. secure bike storage, EV charging points etc.</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
13 Has the project taken steps to reduce traffic? <i>e.g. Hosting event online, car-sharing, using e-cargo bikes, timing activities or deliveries to be outside peak congestion times</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
Average Score		0.00	

- Ways to optimise sustainability and work towards net zero carbon:**
- Reduce the need to travel e.g. through remote meetings, or rationalising routes and rounds.
 - Share vehicles or substitute different modes of travel, rather than procuring new vehicles.
 - Specify electric, hybrid, or most fuel efficient vehicles for new fleet or for services involving transport.
 - Support users and staff to walk, cycle, or use public transport e.g. with cycle parking, training, incentives.
 - Use zero-emission deliveries
 - Model and mitigate the project's effect on traffic and congestion e.g. retiming the service or deliveries

Goods and Consumption			
Question	Impact	Score (0-4)	Justification or mitigation
14 Will Environmental Social and Governance (ESG) criteria be included in the procurement evaluation framework? (See TRDC Procurement Policy here: https://www.threerivers.gov.uk/services/your-council/our-policies-and-plans)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
15 Will the project procure goods or services from a certified B Corporation or business with other industry-recognised environmental accreditations? <i>e.g FSC certified wood products, organic produce, Fairtrade, ISO14001 etc.</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
16 Will this project reuse existing goods and materials to the greatest extent possible, instead of acquiring newly manufactured ones? <i>e.g. re-purpose natural materials found on-site, using refurbished electronic goods etc.</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
17 Does the project include maintenance, repair, or leasing to extend the longevity of the product and reduce reliance on buying newly manufactured goods? <i>E.g. repair and re-use; sharing and lending goods between services or people; leasing or product-as-a-service rather than ownership</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
18 Does the project use products and resources that are re-used, recycled, or renewable?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
19 Does the project enable others to make sustainable choices within their lifestyles, or engage people about this? <i>e.g. promote re-use, repair or sharing</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	

- Ways to optimise sustainability and work towards net zero carbon:**
- Procure goods through sharing, leasing, or product-as-a-service models rather than ownership.
 - Use pre-owned and reconditioned goods, and reduce reliance on procuring new goods.
 - Use recycled materials, and procure items that can be reconditioned or recycled at end-of-life.
 - Use lifecycle costing in business cases to capture the full cost of operation, repair and disposal of an item.
 - Ensure meat and dairy is high-quality, high-welfare.
 - Design waste, including food waste, out of business models e.g. separating (and composting) food waste; replacing single-use items with reusable items.
 - Use contact points with residents, community groups and businesses to engage and enable them to adopt low-waste, low-carbon behaviours.

TRDC Climate and Sustainability Impact Assesment

Score / Colour Code		Impact and Recommendation		
Dark green (4)		Strong positive impacts for climate/sustainability. Recommendation to proceed as is with this aspect.		
Light green (3)		Some positive impact for climate/sustainability. Recommendation to further enhance this aspect where possible and proceed.		
Yellow (2)		Some possible negative impacts for climate/sustainability. Recommendation to review these aspects and find mitigations where possible.		
Red (1)		Considerable inconsistency with the council's climate/sustainability objectives. Strong recommendation to review these aspects and find mitigations.		
Grey (0)		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.		
20	Is the material used able to be re-used, re-purposed, or recyled at end of its life? <i>e.g. recyclable materials, donation of old equipment/objects</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
21	Has the project taken steps to ensure any food and associated packaging is more sustainable? <i>E.g. recylable/compostable packaging (non single use plastic), less and high-quality (high welfare) meat and dairy; minimises food waste; seasonal produce; locally sourced.</i>	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
Average Score			0.00	

Biodiversity & Nature

Question	Impact	Score (0-4)	Justification or mitigation
Examples for guidance: 1. Negative impact: reduced variety of species, reduced number of trees and/or reduced area of habitat. No plans/resources for future management. 2. Some negative impact: reduced variety of species 3. Overall neutral impact 4. Some positive impact: increased variety of species 5. Positive impact: increase variety of species, increased number of trees and/or area of habitat. Plans and resources available for future positive management.	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
Does the project include a management plan to ensure the biodiversity benefits are sustained over time? Examples for guidance: 1. Negative impact: there is no plan or resource available for any future management 2. Some negative impact: there is a plan for management but no resource 3. Overall neutral impact: interventions have minimal management 4. Some positive impact: there is a plan for short term management 5. Positive management: there is a plan for long term (over 5 years) management	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
What effect does this project have on the quality of non-amenity green/blue space i.e. woodland, grassland, wetland, gardens, lakes, rivers, ponds etc.? Examples for guidance: 1. Negative impact: pesticides are used as management practice, amenity grass cutting regimes used 2. Some negative impact: reduced variety of species planted, management with amenity focus 3. Overall neutral impact 4. Some positive impact: increased variety of species planted with appropriate management 5. Positive impact: appropriate planting and management with a local focus (i.e. pollinator friendly planting, improving connectivity corridors)	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
Does your project benefit priority species or habitats as identified in the Local Nature Recovery Strategy (LNRS)? Priority Species include: Nightingales, Swifts, Pasqueflower, Water Vole, White Admiral, rare arable plants.	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
Does the project help people understand the value of biodiversity, and encourage residents to support it in their private and community spaces?	Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	0	
Average Score		0	
Adaptation			

Ways to optimise sustainability and work towards net zero carbon: (Seek advice from Landscapes Team if required)

- Avoid converting green space to hard surfacing.

- Use underutilised space for planting, such as green roofs and walls.

- Plant native plants and perennials, rather than non-native ornamental species, to encourage biodiversity.

- Reduce trimming of grass and hedges, and avoid use of synthetic pesticides.

- Provide space for animals e.g. long grass areas, bird boxes, bat boxes, 'insect hotels', ponds, hedgehog hides and passages, log piles

- Consider the ecological impacts from manufacture and use of procured goods, e.g. water pollution; water consumption; land use change for farming; pesticide use; organic/regenerative farming methods

- For more information on priority species and habitats please see: <https://preview-hcc.cloud.contentis.com/about-the-council/how-the-council-works/partnerships/herts-nature-recovery-partnership/local-nature-recovery-strategy.aspx>

TRDC Climate and Sustainability Impact Assesment

Score / Colour Code		Impact and Recommendation	
Dark green (4)		Strong positive impacts for climate/sustainability. Recommendation to proceed as is with this aspect.	
Light green (3)		Some positive impact for climate/sustainability. Recommendation to further enhance this aspect where possible and proceed.	
Yellow (2)		Some possible negative impacts for climate/sustainability. Recommendation to review these aspects and find mitigations where possible.	
Red (1)		Considerable inconsistency with the council's climate/sustainability objectives. Strong recommendation to review these aspects and find mitigations.	
Grey (0)		Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.	

27

Question

Does any planned project, construction or building include measures to reduce water usage?

Impact

Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

Score (0-4)

0

Justification or mitigation

28

Question

Does any planned infrastructure or building work ensure soft, permeable surfacing to reduce flood risk? *e.g. landscaped soakaway areas, de-paving areas, green roofs, ponds, swales, or permeable materials*

Impact

Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

Score (0-4)

0

Justification or mitigation

29

Question

Has the project or service considered ways to reduce the impact of extreme weather i.e. extreme heat, fire, flooding, and drought?
e.g. changing ways of working to reduce risk, reflective materials to reduce heat-gain, drought-tolerant planting, planting for shade and flood mitigation, insulation and ventilation, fans etc.

Impact

Neutral or not applicable. Recommendation to consider how benefits could be achieved in this area, but otherwise proceed.

Score (0-4)

0

Justification or mitigation

Average Score

0.0

Engagement and Influence

Question

Impact

Score (0-4)

Justification or mitigation

30

Does this project raise awareness and understanding of climate change, biodiversity, and sustainability, and the steps that people can take to live more sustainably?

Some positive impact for climate/sustainability. Recommendation to further enhance this aspect where possible and proceed.

3

The project supports awareness of sustainability by promoting sustainable practices and providing opportunities to share information on climate change, biodiversity and environmental responsibility.

Average Score

3

Total Overall Average Score

0.50

Now the assessment is complete, copy and paste the box below into your business case or committee report (under environmental implications 6). The full assessment document can be attached as an appendix to your report. Procurement bidders must submit completed assessment with their tender.

Climate and Sustainability Impact Assessment Summary

Homes, buildings, infrastructure, equipment and energy	0.00
Travel	0.00
Goods and Consumption	0.00
Biodiversity & Nature	0.00
Adaptation	0.00
Engagement and Influence	3
Total Overall Average Score	0.5