

**Climate Change Impact Assessment Summary**

|                              |  |                      |  |
|------------------------------|--|----------------------|--|
| <b>Project/Proposal Name</b> | PSR Housing Project (Formerly Place Systems) | <b>Portfolio</b>     | Operational Services                                 |
| <b>Committee</b>             | Housing                                      | <b>Lead Member</b>   | Ajman Ali  |
| <b>Strategic Priority</b>    | Strong and Connected Neighbourhoods          | <b>Lead Officer</b>  | Helen Wallis (PM) Beverly Mullaoly (Senior Subject M |
| <b>Date CIA Completed</b>    | 16/02/23                                     | <b>CIA Author</b>    | Harry Plant, Service Manager                         |
|                              |  | <b>Sign Off/Date</b> | 20/02/23   |

**Project Description and CIA Assessment Summary**

The PSR Housing Project will permit Housing & Neighbourhoods to:

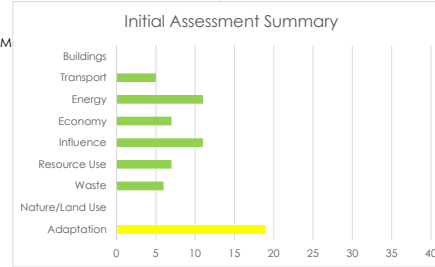
- enable foundational information and system elements required to implement their strategies and those of the Operational Services portfolio;
- transform their customer experience;
- create efficiencies through improvements to their digital applications and practice models helping to achieve the HRA 30 Year Plan.

The project brings together 8 key housing systems into one - NEC Housing.

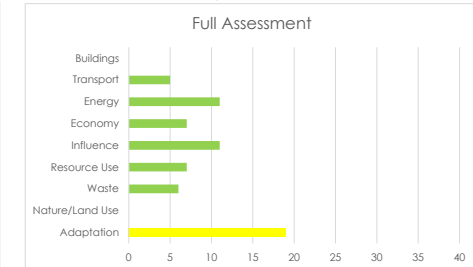
The initial assessment does not identify any areas where there is a negative impact to CO2e figures in the city. As this is mainly an IT/Ways of Working project, impacts have been identified to customers and staff as a result of implementing a modern, 4th generation Housing Management System. Energy efficiency modelling was specifically mentioned in the tendering process and the service is keen to explore this functionality as it is developed. This may be fully realised once the system is fully embedded, post this project.

|                                     |   |                        |     |
|-------------------------------------|---|------------------------|-----|
| <b>Rapid Assessment</b>             | Does the project or proposal have an impact in the following areas? Select all those that apply. Only complete the sections you have selected here in the assessment. |                        |     |
| <b>Buildings and Infrastructure</b> | No  | <b>Influence</b>       | Yes |
| <b>Transport</b>                    | Yes   | <b>Resource Use</b>    | Yes |
| <b>Energy</b>                       | Yes   | <b>Waste</b>           | Yes |
| <b>Economy</b>                      | Yes   | <b>Nature/Land Use</b> | No  |
|                                     |   | <b>Adaptation</b>      | Yes |

**Initial Assessment Summary**



**Full Assessment Summary**



|                |   |
|----------------|---|
| <b>&gt;=27</b> | The project will increase the amount of CO2e released compared to before.             |
| <b>21-26</b>   | The project will maintain similar levels of CO2e emissions compared to before.        |
| <b>12-20</b>   | The project will achieve a moderate decrease in CO2e emissions compared to before.    |
| <b>3-11</b>    | The project will achieve a significant decrease in CO2e emissions compared to before. |
| <b>0-2</b>     | The project can be considered to achieve net zero CO2e emissions.                     |

[Chesterfield Borough Council Climate Impact Assessment Tool provided inspiration for this tool.](#)

Full Assessment

| Category                     | Impact  | Description of Project Impact   | Mitigation Measures  | Mitigated Score | Procurement Action Required? | Proposed KPI/Measure |
|------------------------------|---|---|--|-----------------|------------------------------|----------------------|
| Buildings and Infrastructure | Construction  | N/A   | N/A  | NA              |                              |                      |
|                              | Use   | N/A   | N/A  | NA              |                              |                      |
|                              | Land use in development                             | N/A   | N/A  | NA              |                              |                      |
| Transport                    | Demand Reduction                                    | Availability of the Housing Management System on mobile devices will potentially reduce the number of repeated visits from tenants and leaseholder's properties; at present this is not a proposed major reduction. The introduction of wider scale SMS messaging and email / online portal notifications will mean fewer printed letters will need to be transported across the city via mail services.  | No mitigation is required. Potential to reaffirm reduced need for paper-based interactions during new system training in October/November 2023 | 5               |                              |                      |
|                              | Decarbonisation of Transport                        | N/A   | N/A  | NA              |                              |                      |
|                              | Public Transport                                    | N/A   | N/A  | NA              |                              |                      |
|                              | Increasing Active Travel                            | N/A   | N/A  | NA              |                              |                      |
| Energy                       | Decarbonisation of Fuel                             | N/A   | N/A  | NA              |                              |                      |
|                              | Demand Reduction/Efficiency Improvements            | The new computer system will enable us to take forward steps in the Housing and Neighbourhoods vision to reduce energy demand and increase efficiency of our homes. NEC Housing intend to develop unloaders and uploads of modelling data (subject to energy regulation) to allow for decarbonisation planning and for loading decarbonisation plans back into scenario modelling and retrofit planning in NEC Enterprise Assets, ensuring that any future planning is able to absorb and apply what it scenarios in regards to energy data to future programmes of work. This capability will be explored once the functionality is developed in the system. | No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.                                     | 4               |                              |                      |
|                              | Increasing Infrastructure for renewables generation | The new computer system will enable us to take forward steps in the Housing and Neighbourhoods vision to reduce energy demand and increase efficiency of our homes. NEC Housing intend to develop unloaders and uploads of modelling data (subject to energy regulation) to allow for decarbonisation   | N/A  | 7               |                              |                      |
| Economy                      | Development of low carbon businesses                | The modelling functionality as described in the Energy section above will enable us to have meaningful conversations around decarbonisation and energy efficiency with our contractors who perform large-scale cyclical improvement works on our properties. This has been scored neutrally as we have not yet developed the contractor portal and therefore cannot fully scope the benefits which may be gained.   | No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.                                     | 7               |                              |                      |
|                              | Increase in low carbon skills/training              | N/A   | N/A  | NA              |                              |                      |
|                              | Improved business sustainability                    | N/A   | N/A  | NA              |                              |                      |
| Influence                    | Awareness Raising                                   | The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. Reduction on back office time may mean that officers can spend more time with tenants to raise awareness of energy saving measures. The system can provide alerts to users to raise profile of current energy strategies or other climate related information.  | No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.                                     | 5               |                              |                      |
|                              | Climate Leadership                                  | The modelling functionality as described in the Energy section above will enable us to have meaningful conversations around decarbonisation and energy efficiency with our contractors who perform large-scale cyclical improvement works on our properties.  | No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.                                     | 6               |                              |                      |
|                              | Working with Stakeholders                           | N/A   | N/A  | NA              |                              |                      |
| Resource Use                 | Water Use   | N/A   | N/A  | NA              |                              |                      |
|                              | Food and Drink                                      | N/A   | N/A  | NA              |                              |                      |
|                              | Products  | N/A   | N/A  | NA              |                              |                      |
|                              | Services  | It will be easier for people to pay rent and other charges; charging will be more transparent, and debt will reduce. The online offer via the customer portal will reduce simple transaction demand on the call centre. Reduced demand on scanning services as we are moving towards e-forms, these are also more efficient to store as we would just store the data not the scanned image of the form.   | No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.                                     | 7               |                              |                      |
| Waste                        | Waste Reduction                                     | Mobile working availability will reduce the need to print documents as they can be completed electronically on site, instant reporting and personal dashboarding functionality in the system will reduce the need to print. The online offer to tenants will increase the availability of e-form based transactions rather than completing paper forms and returning them.  | No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.                                     | 6               |                              |                      |
|                              | Waste Hierarchy                                     | N/A   | N/A  | NA              |                              |                      |
|                              | Circular Economy                                    | N/A   | N/A  | NA              |                              |                      |
| Nature/Land Use              | Biodiversity  | N/A   | N/A  | NA              |                              |                      |
|                              | Carbon Storage                                      | N/A   | N/A  | NA              |                              |                      |
|                              | Flood Management                                    | N/A   | N/A  | NA              |                              |                      |
| Adaptation                   | Exposure to climate change impacts                  | Better understanding of our assets, their spec and the current condition will mean we can best plan programmes of work to keep aligned with new regulations. Where we have leaseholders would be liable for their contribution to such work, giving them as much notice as possible will help them financially plan for such outgoings.   | N/A  | 6               |                              |                      |
|                              | Vulnerable Groups                                   | The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. This may be of particular benefit to chaotic individuals who may misplace or ignore paper copies of documentation provided at the start of their tenancy. Energy intensive emergency stop-gaps such as electric heaters will be more visible to neighbourhoods teams in the system allowing them to prioritise chase up of corresponding repairs.   | No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.                                     | 6               |                              |                      |
|                              | Just Transition                                     | The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. This may be of particular benefit to chaotic individuals who may misplace or ignore paper copies of documentation provided at the start of their tenancy. Energy intensive emergency stop-gaps such as electric heaters will be more visible to neighbourhoods teams in the system allowing them to prioritise chase up of corresponding repairs.   | N/A  | 7               |                              |                      |

|                 |   |
|-----------------|---|
| 10              | The project will significantly increase the amount of CO2e released compared to before. |
| 9               | The project will increase the amount of CO2e released compared to before.               |
| 8               | The project will maintain similar levels of CO2e emissions compared to before.          |
| 7               |   |
| 6               |   |
| 5               | The project will achieve a moderate decrease in CO2e emissions compared to before.      |
| 4               |   |
| 3               |   |
| 2               |   |
| 1               | The project will achieve a significant decrease in CO2e emissions compared to before.   |
| 0               | The project can be considered to achieve net zero CO2e emissions.                       |
| Carbon Negative | The project is actively removing CO2e from the atmosphere.                              |



Initial Assessment

| Category                     | Impact  | Description of Project Impact  | Score |
|------------------------------|---|--|-------|
| Buildings and Infrastructure | Construction  | N/A  | NA    |
|                              | Use   | N/A  | NA    |
|                              | Land use in development                             | N/A  | NA    |
| Transport                    | Demand Reduction                                    | Availability of the Housing Management System on mobile devices will potentially reduce the number of repeated visits from tenants and leaseholder's properties. At present this is not a proposed major reduction. The introduction of wider scale SMS messaging and email / online portal notifications will mean fewer printed letters will need to be transported across the city via mail services.   | 5     |
|                              | Decarbonisation of transport                        | N/A  | NA    |
|                              | Public Transport                                    | N/A  | NA    |
|                              | Increasing Active Travel                            | N/A  | NA    |
| Energy                       | Decarbonisation of fuel                             | N/A  | NA    |
|                              | Demand Reduction/Efficiency Improvements            | The new computer system will enable us to take forward steps in the Housing and Neighbourhood's vision to reduce energy demand and increase efficiency of our homes. NEC Housing intend to develop unloaders and uploads of modelling data (subject to energy regulation) to allow for decarbonisation planning and for loading decarbonisation plans back into scenario modelling and retrofit planning in NEC Enterprise Assets, ensuring that any future planning is able to absorb and apply what-if scenarios in regards to energy data to future programmes of work. This capability will be explored once the functionality is developed in the system. | 4     |
|                              | Increasing infrastructure for renewables generation | The new computer system will enable us to take forward steps in the Housing and Neighbourhood's vision to reduce energy demand and increase efficiency of our homes. NEC Housing intend to develop unloaders and uploads of modelling data (subject to energy regulation) to allow for decarbonisation planning and for loading decarbonisation  | 7     |
| Economy                      | Development of low carbon businesses                | The modelling functionality as described in the Energy section above will enable us to have meaningful conversations around decarbonisation and energy efficiency with our contractors who perform large-scale cyclical improvement works on our properties. This has been scored neutrally as we have not yet developed the contractor portal and therefore cannot fully scope the benefits which may be gained.  | 7     |
|                              | Increase in low carbon skills/training              | N/A  | NA    |
|                              | Improved business sustainability                    | N/A  | NA    |
| Influence                    | Awareness Raising                                   | The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. Reduction on back office time may mean that officers can spend more time with tenants to raise awareness of energy saving measures. The system can provide alerts to users to raise profile of current energy strategies or other climate related information.   | 5     |
|                              | Climate Leadership                                  | The modelling functionality as described in the Energy section above will enable us to have meaningful conversations around decarbonisation and energy efficiency with our contractors who perform large-scale cyclical improvement works on our properties  | 6     |
|                              | Working with Stakeholders                           | N/A  | NA    |
| Resource Use                 | Water Use   | N/A  | NA    |
|                              | Food and Drink                                      | N/A  | NA    |
|                              | Products  | N/A  | NA    |
|                              | Services  | It will be easier for people to pay rent and other charges; charging will be more transparent, and debt will reduce. The online offer via the customer portal will reduce simple transaction demand on the call centre. Reduced demand on scanning services as we are moving towards e-forms. These are also more efficient to store as we would just store the data not the scanned image of the form.  | 7     |
| Waste                        | Waste Reduction                                     | Mobile working availability will reduce the need to print documents as they can be completed electronically on site. Instant reporting and personal dashboarding functionality in the system will reduce the need to print. The online offer to tenants will increase the availability of e-form based transactions rather than completing paper forms and returning them.   | 6     |
|                              | Waste Hierarchy                                     | N/A  | NA    |
|                              | Circular Economy                                    | N/A  | NA    |
| Nature/Land Use              | Biodiversity  | N/A  | NA    |
|                              | Carbon Storage                                      | N/A  | NA    |
|                              | Flood Management                                    | N/A  | NA    |
| Adaptation                   | Exposure to climate change impacts                  | Better understanding of our assets, their spec and the current condition will mean we can best plan programmes of work to keep aligned with new regulations. Where we have leaseholders would be liable for their contribution to such work, giving them as much notice as possible will help them financially plan for such outgoings.  | 6     |
|                              | Vulnerable Groups                                   | The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. This may be of particular benefit to chaotic individuals who may misplace or ignore paper copies of documentation provided at the start of their tenancy. Energy intensive emergency stop-gaps such as electric heaters will be more visible to neighbourhoods teams in the system allowing them to prioritise chase up of corresponding repairs.  | 6     |
|                              | Just Transition                                     | The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. This may   | 7     |

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| 5               | The project will achieve a moderate decrease in CO2e emissions compared to before.      |
| 4               |   |
| 3               | The project will achieve a significant decrease in CO2e emissions compared to before.   |
| 2               |   |
| 1               |   |
| 0               | The project can be considered to achieve net zero CO2e emissions.                       |
| Carbon Negative | The project is actively removing CO2e from the atmosphere.                              |



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