



# Environmental Impact Assessment [version 1.0]

<b>Proposal title: Re-procurement of Microsoft Dynamics Contract 2024-2029</b>		
<b>Project stage and type:</b> <input type="checkbox"/> Initial Idea Mandate <input type="checkbox"/> Outline Business Case <input type="checkbox"/> Full Business Case		
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input checked="" type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review	<input type="checkbox"/> Changing
<b>Directorate: Resources</b>	<b>Lead Officer name: Rizwan Tariq</b>	
<b>Service Area: Citizen Services</b>	<b>Lead Officer role: Head of Citizen Services</b>	

## Step 1: What do we want to do?

The purpose of this Environmental Impact Assessment is to help you develop your proposal in a way that is compliant with the council's policies and supports the council's strategic objectives under the [One City Climate Strategy](#), the [One City Ecological Emergency Strategy](#) and the latest [Corporate Strategy](#).

This assessment should be started at the beginning of the project proposal process by someone with a good knowledge of the project, the service area that will deliver it, and sufficient influence over the proposal to make changes as needed.

It is good practice to take a team approach to completing the Environmental Impact Assessment. See further [guidance](#) on completing this document. Please email [environmental.performance@bristol.gov.uk](mailto:environmental.performance@bristol.gov.uk) early for advice and feedback.

### 1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Please use plain English, avoiding jargon and acronyms.

The proposal is to retender the Microsoft Dynamics system so that it can be continued to be used by staff within Citizen Services and selected service area (back office) teams where citizen contact is handled through the Citizen Service Centre and Citizen Service Point.

Microsoft Dynamics is needed to ensure that Bristol City Council staff can access customer records from one place as opposed to numerous lines of business systems and databases. For the period April 2022 to March 2023, Citizen Services received 920,927 enquires through telephone, web, face to face and email, records were either added or accessed by advisors at first point of contact for each contact made by service users. Without this system, advisors will now be able to provide a holistic service to service users leading to silo working.

The original Microsoft Dynamics implementation was through the Digital Transformation Programme, retendering and putting in place a new contract for Microsoft Dynamics will allow the Citizen Services to continue delivering front line services.

### 1.2 Will the proposal have an environmental impact?

Could the proposal have either a positive or negative effects for the environment now or in the future? If 'No' explain why you are sure there will be no environmental impact, then skip steps 2-3 and request review by sending this form to [environmental.performance@bristol.gov.uk](mailto:environmental.performance@bristol.gov.uk)

If 'Yes' complete the rest of this assessment.

<input checked="" type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>	[please select]
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The retender of the system will allow the service to continue delivering front line services. There is no obvious impact on the environment by continuing to use the system.

### 1.3 If the proposal is part of an options appraisal, has the environmental impact of each option been assessed and included in the recommendation-making process?

If 'Yes' please ensure that the details of the environmental impacts of each option are made clear in the pros and cons section of the [project management options appraisal document](#).

Yes       No       Not applicable      [please select]

If 'No' explain why environmental impacts have not been considered as part of the options appraisal process.

## Step 2: What kinds of environmental impacts might the project have?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered. See detailed [guidance documents](#) for advice on identifying potential impacts.

### Does the proposal create any benefits for the environment, or have any adverse impacts?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our corporate environmental objectives and the wider [One City Climate and Ecological Emergency strategies](#).

Consider how the proposal creates environmental impacts in the following categories, both now and in the future. **Reasonable efforts should be made to quantify stated benefit or adverse impacts wherever possible.**

Where the proposal is likely to have a beneficial impact, consider what actions would enhance those impacts. Where the proposal is likely to have a harmful impact, consider whether actions would mitigate these impacts.

Enhancements or mitigation actions are only required when there is a likely impact identified. Remember that where enhancements or mitigation actions are listed, they should be assigned to staff and appropriately resourced.

#### GENERAL COMMENTS (highlight any potential issues that might impact all or many categories)

There is a separate proposal to reprocure the Microsoft Azure cloud hosting arrangement going for approval at the same cabinet meeting. Combining these proposals was considered, but there were benefits in keeping them separate. Joint procurement of these services was also considered, but it is unlikely to reduce procurement costs, so will be done separately.

#### ENV1 Carbon neutral: Emissions of climate changing gases

BCC has committed to achieving net zero emissions for its direct activities by 2025, and to support the city

#### Benefits

Microsoft services are carbon neutral through the use of carbon offsets. They have pledged to be carbon negative by 2030 and to have removed all their historical carbon emissions by 2050: [Microsoft will be carbon negative by 2030 - The Official Microsoft Blog](#)

<p>in achieving net zero by 2030.</p> <p>Will the proposal involve transport, or the use of energy in buildings? Will the proposal involve the purchase of goods or services? If the answer is yes to either of these questions, there will be a carbon impact.</p> <p>Consider the scale and timeframe of the impact, particularly if the proposal will lead to ongoing emissions beyond the 2025 and 2030 target dates.</p> <p><a href="#">Further guidance</a></p> <p><input type="checkbox"/> <b>No impact</b></p>	<p><b>Enhancing actions</b></p>	<p>To ensure that Microsoft are continuing to make progress in becoming carbon negative, the Emissions Impact Dashboard plug-in will be used for both the Microsoft Azure and Microsoft Dynamics services (if both are used following retendering) and will be made available to the Sustainable City and Climate Change Service for reporting. This will show emissions without counting offsets, which will give a better idea of the efficiency of these services. Offsets are overheads that will form part of charges to customers, so progress to reduce the need for offsets to achieve carbon neutrality will reduce future costs.</p>
	<p>Persistence of effects: <input type="checkbox"/> 1 year or less <input checked="" type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years</p>	
	<p><b>Adverse impacts</b></p>	
	<p><b>Mitigating actions</b></p>	
<p>Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years</p>		
<p><b>ENV2 Ecological recovery: Wildlife and habitats</b></p> <p>BCC has committed to 30% of its land being managed for nature and to halve its use of pesticides by 2030.</p> <p>Consider how your proposal can support increased space for nature, reduced use of pesticides, reduce pollution to waterways, and reduce consumption of products that undermine ecosystems around the world.</p> <p>If your proposal will directly lead to a reduction in habitat within Bristol, then consider how your proposed mitigation can lead to a biodiversity net gain. Be sure to refer to quantifiable changes wherever possible.</p> <p><a href="#">Further guidance</a></p> <p><input checked="" type="checkbox"/> <b>No impact</b></p>	<p><b>Benefits</b></p>	
	<p><b>Enhancing actions</b></p>	
	<p>Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years</p>	
	<p><b>Adverse impacts</b></p>	
<p><b>Mitigating actions</b></p>		
<p>Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years</p>		

<p><b>ENV3 A cleaner, low-waste city: Consumption of resources and generation of waste</b></p> <p>Consider what resources will be used as a result of the proposal, how they can be minimised or swapped for less impactful ones, where they will be sourced from, and what will happen to any waste generated</p> <p><a href="#">Further guidance</a></p> <p><input checked="" type="checkbox"/> <b>No impact</b></p>	Benefits	
	Enhancing actions	
	Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years	
	Adverse impacts	
	Mitigating actions	
Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years		
<p><b>ENV4 Climate resilience: Bristol's resilience to the effects of climate change</b></p> <p>Bristol's climate is already changing, and increasingly frequent instances of extreme weather will become more likely over time.</p> <p>Consider how the proposal will perform during periods of extreme weather (particularly heat and flooding).</p> <p>Consider if the proposal will reduce or increase risk to people and assets during extreme weather events.</p> <p><a href="#">Further guidance</a></p> <p><input checked="" type="checkbox"/> <b>No impact</b></p>	Benefits	
	Enhancing actions	
	Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years	
	Adverse impacts	
	Mitigating actions	
Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years		

<p><b>Statutory duty: Prevention of Pollution to air, water, or land</b></p> <p>Consider how the proposal will change the likelihood of pollution occurring to air, water, or land and what steps will be taken to prevent pollution occurring.</p> <p><a href="#">Further guidance</a></p> <p><input checked="" type="checkbox"/> <b>No impact</b></p>	Benefits	
	Enhancing actions	
	Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years	
	Adverse impacts	
	Mitigating actions	
Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years		

### Step 3: Action Plan

Use this section summarise and assign responsibility for any actions you have identified to improve data, enhance beneficial, or mitigate negative impacts. Actions identified in section two can be grouped together if named responsibility is under the same person.

This action plan should be updated at each stage of the project. Please be aware that the Sustainable City and Climate Change Service may use this action plan as an audit checklist during the project’s implementation or operation.

Enhancing / mitigating action required	Responsible Officer	Timescale
Microsoft’s Power BI Emissions Impact Dashboard will be used to assess the improving efficiency of their and making this available to the Sustainable City and Climate Change Service for emissions reporting.	Paul Day	Six months from the start of the Microsoft Azure contract.

### Step 4: Review

The Sustainable City and Climate Change Service need at least five working days to comment and feedback on your impact assessment. Assessments should only be marked as reviewed when they provide sufficient information for decision-makers on the environmental impact of the proposal.

Please seek feedback and review by emailing [environmental.performance@bristol.gov.uk](mailto:environmental.performance@bristol.gov.uk) before final submission of your decision pathway documentation<sup>1</sup>.

Where impacts identified in this assessment are deemed significant, they will be summarised here by the Sustainable City and Climate Change Service and must be included in the 'evidence base' section of the decision pathway cover sheet.

<b>Summary of significant beneficial impacts and opportunities to support the Climate, Ecological and Corporate Strategies (ENV1,2,3,4):</b>
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The most significant benefits are from replacing the greenhouse gas emissions and waste from council datacentres with hosting services from a carbon neutral organisation with ambitions to become zero waste and carbon negative by 2030.
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<b>Summary of significant adverse impacts and how they can be mitigated:</b>
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None.
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<b>Environmental Performance Team Reviewer:</b> Giles Liddell, Project Manager - Environmental
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<b>Submitting author:</b> Rizwan Tariq – Head of Citizen Services
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<b>Date:</b> 25/08/2023
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<b>Date:</b> 24/08/2023
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<sup>1</sup> Review by the Sustainable City and Climate Change Service confirms there is sufficient analysis for decision makers to consider the likely environmental impacts at this stage. This is not an endorsement or approval of the proposal.