



Environmental Impact Assessment [version 1.0]

Proposal title: Directory of Services Recommissioning		
Project stage and type: <input type="checkbox"/> Initial Idea Mandate <input type="checkbox"/> Outline Business Case <input checked="" 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 type="checkbox"/> Already exists / review	<input checked="" type="checkbox"/> Changing
Directorate: People	Lead Officer name: Viacheslav Pustovalov	
Service Area: Adult Social Care	Lead Officer role: Transformation and Commissioning Officer	

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 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 that the Directory of Services contract is recommissioned. This will be achieved over the course of several months beginning in April 2024 and concluded by latest end of March 2025.

A Directory of Services is a web-based search engine that allows both citizens and professionals supporting them to find care and support services, community groups, education and training opportunities and events that are available in their own localities. This service is currently joint funded by Bristol City Council, South Gloucestershire Council and Bristol, North Somerset, South Gloucestershire Integrated Care Board. (BNSSG ICB).

Unfortunately, over time, the accuracy of the data on the platform has become eroded and, in many cases, not kept up to date, the feedback from users is that it is difficult to navigate and does not often produce positive results for those trying to access information.

A new service will be designed that will be more accessible, more accurate, easier to use and is an opportunity to introduce a jointly commissioned, cross-authority solution for both Adult Social Care and Health across the area. We will need to liaise with Procurement colleagues to find the most appropriate route to market for this exercise.

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

If 'Yes' complete the rest of this assessment.

<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

The proposal to commission a new directory of services utilising digital technology will have an impact on the environment.

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](#).

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Not applicable
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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)		
<p>The Directory of Services (DoS) presents minimal direct environmental risks due to its digital nature. Given that no new infrastructure will be built to accommodate this service, its operation will pose only indirect environmental challenges through energy consumption and associated CO2 emissions. This can be mitigated through careful consideration of provider, if possible, prioritising the service providers who demonstrate sustainable practices, offering energy-efficient and environmentally friendly products. This mitigation measure applies to all categories of assessment below.</p>		
<p>ENV1 Carbon neutral: Emissions of climate changing gases</p> <p>BCC has committed to achieving net zero emissions for its direct activities by 2025, and to support the city</p>	<p>Benefits</p>	<p>By providing detailed and accurate service information and offering advanced search functionalities, such as a possibility to filter services based on location, the Directory of Services helps users pinpoint exactly what they need quickly and accurately. It, likewise, will provide care professionals with an opportunity to reach and serve users more effectively. Therefore, the Directory of Services has a potential to reduce the need for unnecessary travel and to cut transportation-related emissions. Any such reduction in travel is likely to be difficult to quantify.</p>

<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>Further guidance</p> <p><input type="checkbox"/> No impact</p>	<p>Enhancing actions</p>	<p>If feasible, making location the default filter/sorting option for user will promote nearby services and decrease the need for travel.</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>Adverse impacts</p>	<p>By helping people to access services, it is possible that the Directory of Services may cause more people to travel to access services that cannot be reached digitally.</p>
	<p>Mitigating actions</p>	<p>The provider will be asked to link the Directory of Services to travel planning and modal shift tools (such as Travel west) to help users plan the most active and environmentally sustainable modes and options where they need to travel to access services.</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>ENV2 Ecological recovery: Wildlife and habitats</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>Further guidance</p> <p><input type="checkbox"/> No impact</p>	<p>Benefits</p>	<p>While not directly contributing to conservation of natural habitats, the DoS will be a tool for enhancing awareness of local green initiatives. The DoS is aimed at promoting a wide range of informal wellbeing services and voluntary initiatives that involve activities in nature (i.e. community gardening, and outdoor fitness classes, etc). These offerings encourage residents to engage with their local environment, fostering a love for nature and promoting healthier lifestyles.</p>
	<p>Enhancing actions</p>	<p>When possible, facilitate access to information about local green initiatives and environmentally friendly activities via the DoS.</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>Adverse impacts</p>	<p>N/A</p>
	<p>Mitigating actions</p>	<p>N/A</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>ENV3 A cleaner, low-waste city: Consumption of resources and generation of waste</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>Further guidance</p> <p><input type="checkbox"/> No impact</p>	<p>Benefits</p> <p>As an online platform, the Directory of Services inherently promotes a low-waste model by reduces the need for physical materials such as paper and other office supplies. It also reduces the need to use physical locations to provide information and advice and associated use of resources and waste generation.</p>
	<p>Enhancing actions</p> <p>When possible, encourage providers to use the Directory of Services as a digital-first solution for providing comprehensive and up-to-date information to potential users, avoiding the use of printed materials.</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>Adverse impacts</p> <p>N/A</p>
	<p>Mitigating actions</p> <p>N/A</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>ENV4 Climate resilience: Bristol's resilience to the effects of climate change</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>Further guidance</p> <p><input type="checkbox"/> No impact</p>	<p>Benefits</p> <p>The Directory of Services is accessible regardless of physical weather conditions. By providing comprehensive service information online, the DoS reduces the necessity for individuals to travel during extreme weather conditions, thereby minimising risk to personal safety. Moreover, during periods of extreme weather the DoS can link users to vital information and services, such as instructions or self-help advise, which can be vitally helpful when the opportunity to receive help in person is reduced.</p>
	<p>Enhancing actions</p> <p>Where possible, include information encouraging users to avoid non-essential travel to service locations during extreme weather periods, as well as guidance for thriving even in extreme weather.</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>Adverse impacts</p> <p>N/A</p>
	<p>Mitigating actions</p> <p>N/A</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>Statutory duty: Prevention of Pollution to air, water, or land</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>Further guidance</p> <p><input type="checkbox"/> No impact</p>	<p>Benefits</p>	<p>By potentially reducing the need for physical travel and the number of printed materials used, the DoS can contribute to reduced air pollution and paper waste.</p>
	<p>Enhancing actions</p>	<p>Ensure the Directory of Services is comprehensive and up to date. Where possible, include information encouraging users to avoid travel routes where and when pollution is known to be high.</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>Adverse impacts</p>	<p>N/A</p>
	<p>Mitigating actions</p>	<p>N/A</p>
<p>Persistence of effects: <input type="checkbox"/> 1 year or less <input type="checkbox"/> 1 – 5 years <input type="checkbox"/> 5+ years</p>		

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
<p>Include the following requirements in service specification, ensuring that it does not restrict tendering possibilities:</p> <ul style="list-style-type: none"> - Prioritise the service providers who demonstrate sustainable practices. - Make location the default filter/sorting option for user will promote nearby services and decrease the need for travel - Facilitate access to information about local green initiatives and environmentally friendly activities via the DoS. - Encourage providers to use the Directory of Services as a digital-first solution for providing comprehensive and up-to-date information to potential users, avoiding the use of printed materials. - Include information encouraging users to avoid non-essential travel to service locations during extreme weather periods, as well as guidance for thriving even during extreme weather. - Include information and links to tools that will help users to plan active, environmentally sustainable modes, times, and routes where they need to travel to access services. This may include avoiding the most congested and polluted times and routes. - Ensure the Directory of Services is comprehensive and up to date. 	<p>Viacheslav Pustovalov</p>	<p>1 Month</p>

Enhancing / mitigating action required	Responsible Officer	Timescale

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 before final submission of your decision pathway documentation¹.

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.

Summary of significant beneficial impacts and opportunities to support the Climate, Ecological and Corporate Strategies (ENV1,2,3,4):

Summary of significant adverse impacts and how they can be mitigated:

Environmental Performance Team Reviewer: Giles Liddell, Environmental Performance Co-ordinator	Submitting author: Viacheslav Pustovalov, Transformation and Commissioning Officer
Date: 10/05/2024	Date: 08/05/2024

¹ 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.