

TECHNICAL, ECONOMIC AND ENVIRONMENTAL SERVICES SCRUTINY PANEL

Review of waste minimisation from Council premises and operations

Report of consultation with staff and Councillors regarding waste minimisation on Council premises.

1. Introduction

- 1.1. As part of the review of waste minimisation from Council premises and operations, the Panel agreed to commission the Scrutiny Support Unit to consult staff and councillors about their views and experiences of reducing, reusing and recycling waste at work.
- 1.2. The overall aim of the survey was to identify current levels of activity, potential barriers to waste minimisation and to identify possible improvements.
- 1.3. A survey was produced which covered the following areas (paper version attached as appendix 1):
 - Awareness of the environmental and financial reasons for promoting waste minimisation
 - How often respondents reduce, reuse and/or recycle in general and how often they carry out some specific activities
 - Awareness of the new guidelines for minimising waste in Council premises
 - Views on effectiveness and satisfaction with new facilities
 - Views on Council's policies, practices and approach to waste minimisation on Council premises.
- 1.4. The survey was available online through the staff portal. Managers were also contacted to help facilitate the distribution of paper copies of the survey to staff without access to the staff portal, predominantly in outstations.
- 1.5. A total of 382 responses were received of an estimated 4,500 staff and Councillors. This represents 8% of staff and Councillors. The majority of respondents were staff (374 responses or 98%) and only a small amount were Councillors (six responses or 2%).
- 1.6. Almost two-thirds of the responses were received electronically (64%) and just over a third of responses were received in paper format (36%).
- 1.7. Slightly more responses were received from colleagues in outstations than in the main Council Offices in Ashton (54% and 46%

respectively). It is encouraging that the survey was able to cover such a large number of external colleagues. However, it must be borne in mind that this may have an impact on the overall results since many outstations later reported a lack of facilities which may affect feedback in other areas such as satisfaction with facilities.

- 1.8. The questionnaire prompted a large number of comments and these are used alongside statistical information (verbatim comments are attached as appendix 2).

2. Results

2.1. Reasons for waste minimisation

2.1.1. In the survey colleagues were reminded that the Council wants to minimise waste for two reasons. Firstly, we want to reduce, reuse and recycle waste in order to cut down the demands on the Earth's resources and the pollution caused by producing materials and getting rid of waste at landfill sites or incinerators. Secondly, the Council is charged for sending waste to landfill and also spends a considerable amount on office materials. Reducing, reusing and recycling waste helps the Council make the savings required by central government.

2.1.2. Colleagues are more likely to be aware of the environmental reasons than the financial reasons for minimising waste (92% and 64% respectively). Colleagues from within TAC are more likely than staff in outstations to be aware of both reasons (see Chart 1).

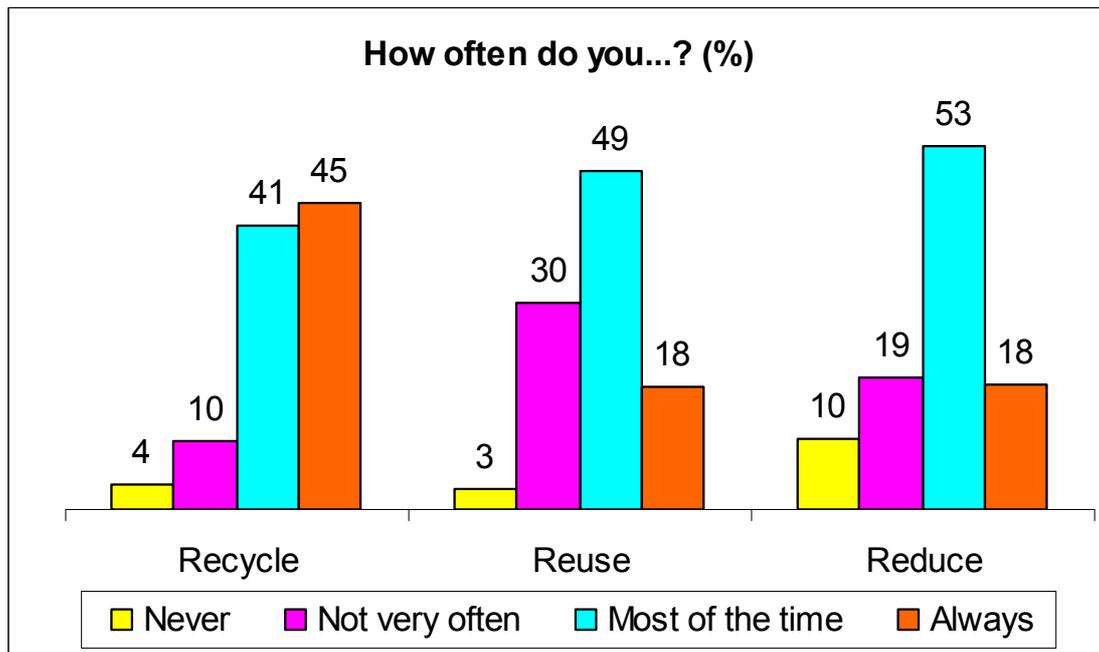
Chart 1



2.2. Waste minimisation activity

2.2.1. Overall, the majority of respondents are likely to reduce, reuse or recycle at least most of the time, if not all of the time. Of these three ways of minimising waste, recycling is the activity people are likely to do the most frequently, followed by reducing waste and then reusing waste (see Chart 2).

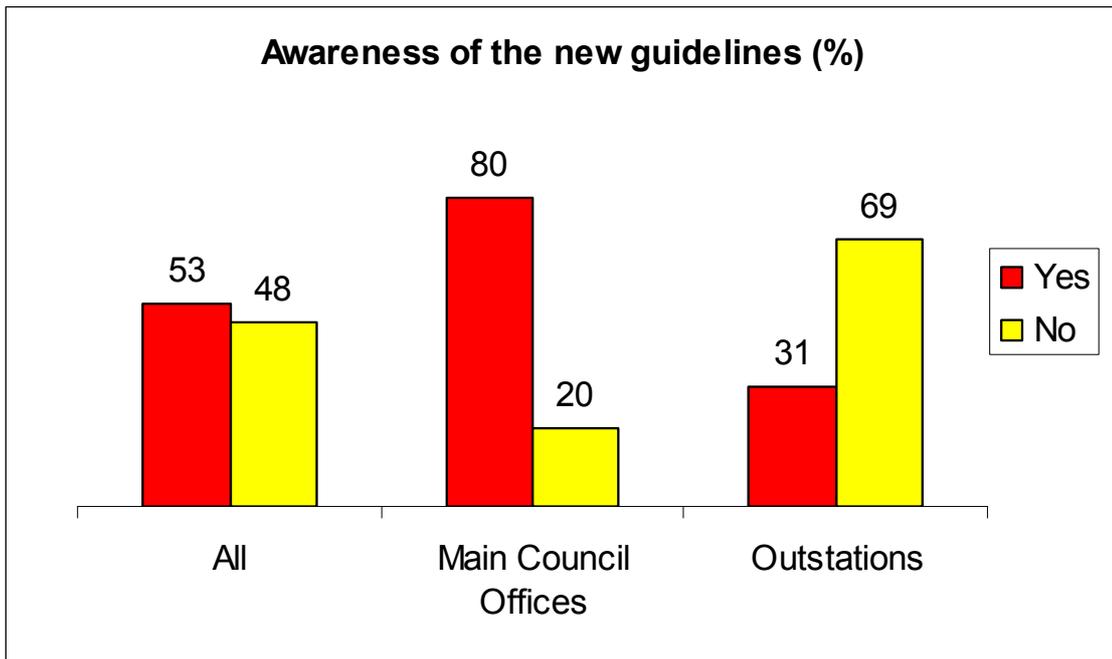
Chart 2



2.3. New guidelines and publicity

2.3.1. In December 2006, the Council introduced new guidelines for recycling and waste minimisation in Council buildings. This has been publicised around the Council including on the intranet bulletin board and in the kitchen areas. Just over half of respondents were aware of the new guidelines for Recycling and Minimising Waste in Council buildings before receiving the questionnaire. However, colleagues in the main Council Offices, Ashton, were much more likely to be aware of the new guidelines than those in outstations (see Chart 3).

Chart 3



2.3.2. Although 60% feel that they know how the Council wants them to dispose of waste, more colleagues feel that the scheme is not well publicised than feel it is publicised well (see Chart 6).

2.3.3. Around 40 comments indicated that colleagues lacked information about minimising waste at work or needed further encouragement. These comments included the need to promote the use of facilities but also provide more information about the correct use of facilities:

“Guidelines for how to dispose of different types of waste need to be clarified and publicised more widely”

“Having paper bins in offices and containers in kitchens works well however it is not very clear what can and can’t be recycled (e.g. plastics). More publicity and clearer messages of what can be recycled would be an improvement.”

“Paper recycling works well but there is too much confusion about other materials”

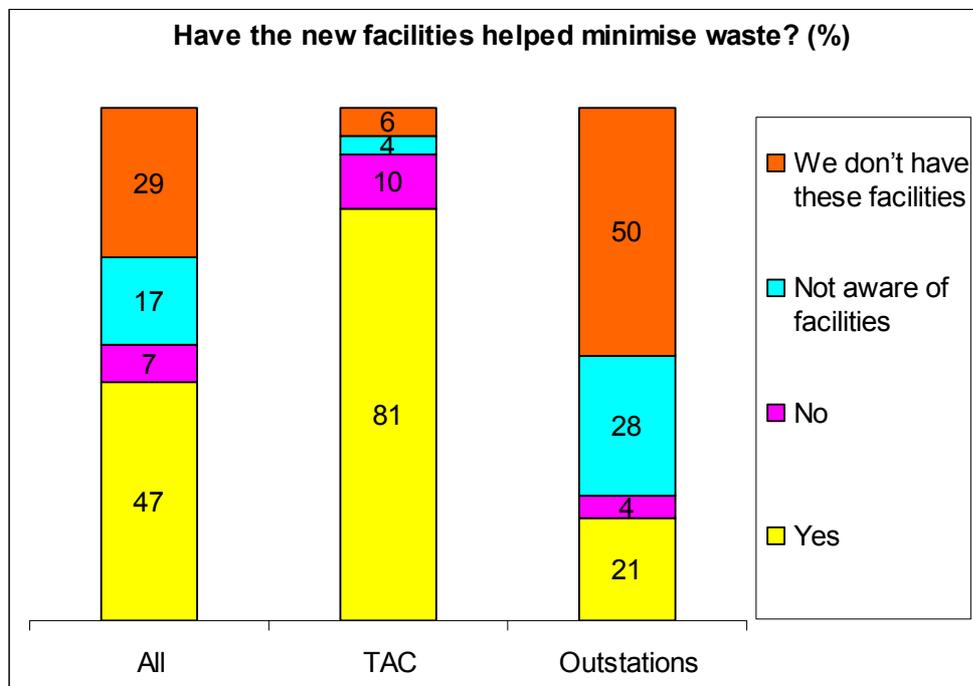
“Even though we have been provided with pictures regarding what we can and can’t recycle, most people still don’t seem to grasp the idea. Could we not have recycling champions who go to offices and explain what can and can’t recycle...Lots of people have no idea and I don’t think the message is getting through.”

“I think the facilities are fine but inadequately used due to poor education about what goes where, what can/cant be recycled. The 'posters' clarifying this which have recently been posted near the recycling boxes help, but I think regular refreshers might help.”

2.4. Facilities for waste minimisation

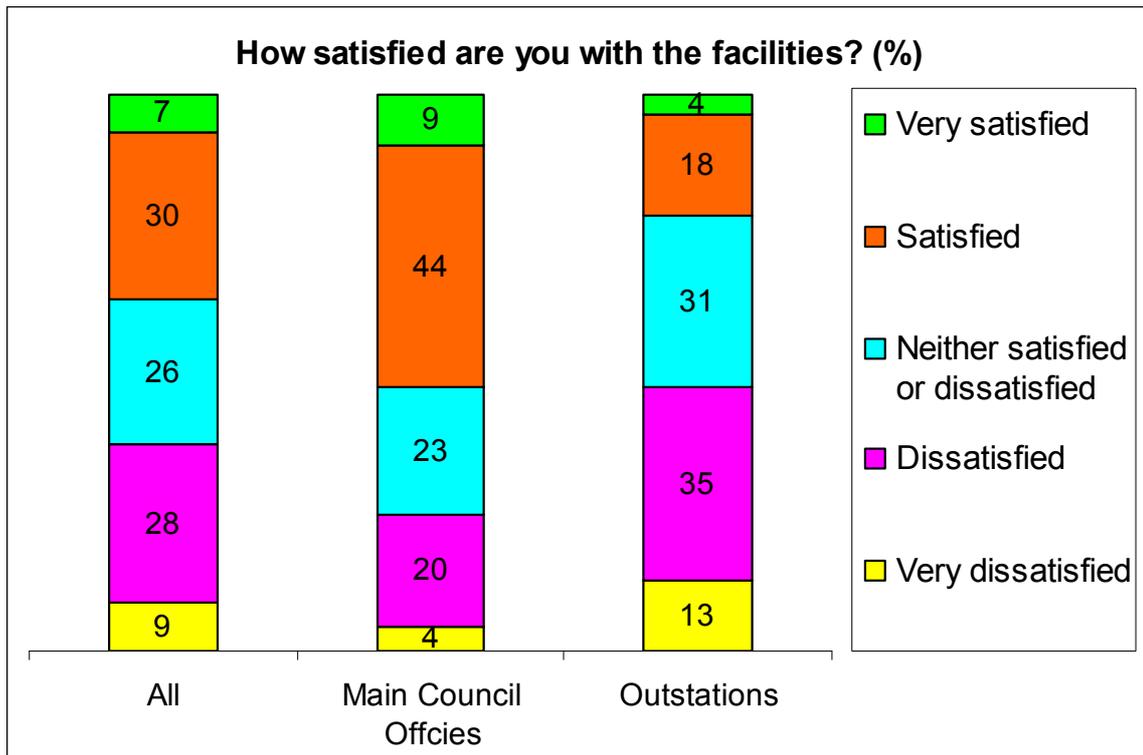
2.4.1. The new guidelines have been accompanied by new facilities in the kitchen areas. Although less than half of colleagues felt that the new facilities had helped them minimise waste, these figures reflect the lack of awareness of facilities or lack of facilities reported by outstation staff. It is a more positive picture when looking at the responses from within the main Council Offices where 4 out of 5 respondents said that the facilities had been useful. However, in the outstations, only 1 in 5 respondents said that the facilities had helped them, not surprisingly since almost half said they did not have the facilities and over a quarter were not aware of any such facilities (see Chart 4).

Chart 4



2.4.2. Respondents were equally happy and unhappy with the facilities for minimising waste (37% were dissatisfied/very dissatisfied and 37% were satisfied/very satisfied; the remaining did not express an opinion either way). Again however, respondents from within the main Council Offices were more likely to be satisfied than the outstations (see Chart 5).

Chart 5



2.4.3. As stated above a large number of comments indicated a lack of facilities experienced by colleagues from outstations, for example:

“It would be useful if outstations had the same facilities as the Council Offices. At the moment we can recycle paper and tins. We would benefit from facilities to recycle plastic, glass and also cardboard”

“Please note that this outstation has no facility to recycle waste. It all has to be taken to bins at local supermarkets.”

2.4.4. In addition, colleagues commented on existing services, mainly within TAC. Many comments were positive about the way in which the Council aims to reduce waste. Most positive comments were from within TAC:

“Having double sided as the default print setting for the MFD should help to reduce the amount of paper used”

“Having paper bins in offices and containers in kitchens works well”

“Works well: Blue bins in offices; recycling bins in kitchens.”

“Green box and blue bin schemes work reasonably well”

"Introducing the "Audit" on staff waste bins has been a really good idea & I think has made more staff think about what they would just automatically throw in their bins & therefore, recycle more"

"Think it is working well"

"Recycling bottles cans and paper facilities are good."

- 2.4.5. Some comments indicated dissatisfaction with the cleanliness of the facilities in the kitchen areas in TAC, which relates to comments about staff awareness about the correct way to use the facilities (e.g. importance of washing out containers):

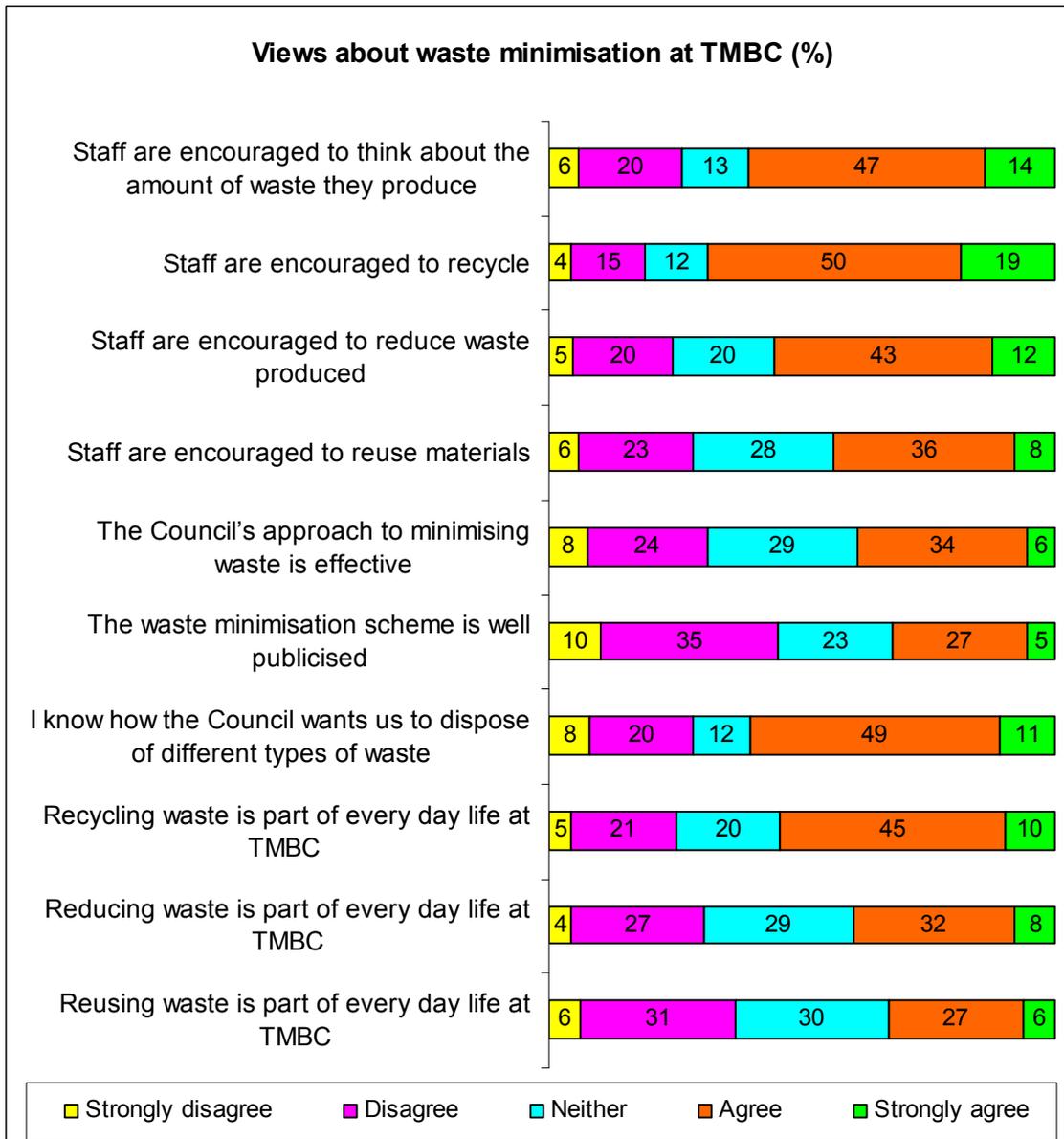
"Within the small kitchens in TAC, sometimes the smells which come from the recycling can be quite sickening."

"The kitchen bins are always full and smell terrible. People also constantly put things in the wrong bins"

2.5. **Waste minimisation at the Council Offices overall**

- 2.5.1. Responses indicate that colleagues feel that recycling is encouraged more than reusing or reducing waste. Recycling is considered to be 'part of every day life at TMBC' more than reusing or reducing waste, although just around half or less respondents felt that these activities were common practice at TMBC (see Chart 6).
- 2.5.2. Just over a third of respondents felt that the Council's approach to minimising waste was effective; just under a third felt it was not effective and the remaining were non-committal (see Chart 6).
- 2.5.3. Although 60% feel that they know how the Council wants them to dispose of waste, more colleagues feel that the scheme is not well publicised than feel it is publicised well (see Chart 6).

Chart 6



2.5.4. Verbatim comments also gave an indication of colleagues' views on waste minimisation at work. Respondents' comments indicated concern about the level of waste.

2.5.5. The majority of comments on waste produced and suggestions for minimising waste related to paper based waste.

2.5.6. Many comments were complaints or suggestions relating to paper communication mainly internal memos and internal envelopes, the amount of paper produced to service meetings, the number of paper copies of the Wire that may be produced unnecessarily, the number and length of paper based forms and questionnaires and unnecessary printing in general.

- 2.5.7. Paper also seems to be produced for procedural reasons such as forms and need for paper copies.
- 2.5.8. Comments also indicated a desire to increase electronic communication and make better use of IT to cut down on paper usage.
- 2.5.9. Examples of comments relating to paper-based waste include:

“Stop printing reams and reams of documents for meetings and provide hypertext links on email agendas for delegates to access prior to meetings and read on line. Police by making managers responsible for level of paper produced for any given event.”

“People need to be encouraged not to hand out so much paper as part of training courses etc. Course notes should instead be available online.”

“When training people to use computers or photocopiers more emphasise should be placed on how to print off just what you need and think about adjusting margins to accommodate that one line that goes onto another page or using the print preview to see what is being printed off and how, especially things of the internet!”

“Not sending out questionnaires in paper format and using e-mail instead”

“Audit needs to review processes to allow electronic filing, we still require to print and store paperwork all because it has a physical signature on the bottom. A bit of software to enable electronic signatures would be great.

“Cut down on the forms we have to fill in”

- 2.5.10. A further area of concern for colleagues was the amount of waste produced from the staff canteen in the form of non-recyclable disposable packaging. Eighteen comments related to waste produced as a result of canteen policies. Examples include:

“Stop using plastic in the restaurant. I take a plate and cutlery in with me when I use it.”

“Set an example, do not use non-recyclable food wrappings in the canteen for example.”

“Provide cutlery and crockery in the canteen instead of items that cannot be recycled.”

“All food containers from the canteen should be made from recycle material”

“The staff canteen uses polystyrene containers too readily...what wrong with using washable cutlery and crockery”

“I think we should work with the canteen. Soups are in unrecyclable containers. The salad boxes are recyclable but I do not see a lot of people washing them out and then re-using them.”

“Too much waste created by take-away food containers and cutlery and no viable alternative. I know some staff take their own plates to the canteen but this isn't always possible when we're in and out all the time - perhaps an improvement would be to supply re-useable containers for a small charge? A full service with proper plates/cutlery would be even better both for the environment and staff welfare.”

2.5.11. A number of colleagues were already, or were interested in, composting waste

“I take my compostable food waste home to put in my compost bin”

“Could we have a composter to put fruit/food waste as people do at home, i feel guilty putting an apple core/banana skin in a bin”

“I take our teams compostable waste home”

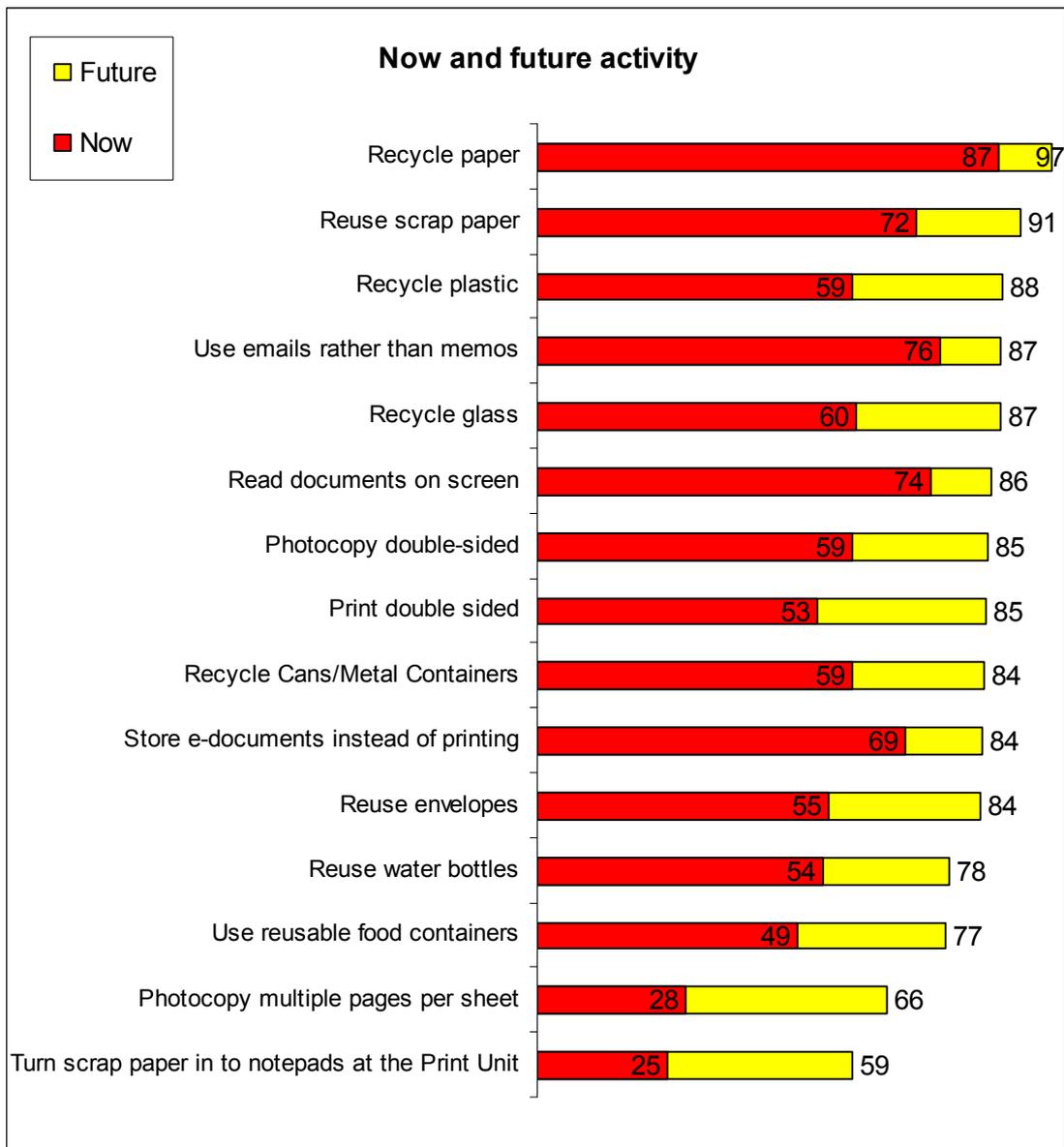
“Would it be feasible to collect organic waste in the kitchenettes for composting? There must be several tons of teabags alone being binned in TAC every year! If not, how about encouraging people to take it home for their composters?”

2.5.12. When asked about the ways in which they minimise waste now and in the future, in all categories future activity was expected to increase. For all but one activity, over 65% of respondents expressed an intention to carry out some form of waste minimisation (see Chart 7).

2.5.13. Respondents were more likely to recycle paper and reuse scrap paper both now and in the future but they are least likely to photocopy multiple pages per sheet and turn scrap paper in to notepads at the Print Unit now and in the future (see Chart 7).

2.5.14. The activities carried out are most often now and in the future are as follows:

Chart 7



2.5.15. Verbatim comments also provided some indication of the way colleagues are attempting to minimise waste including, reducing the use of paper, taking their own cutlery to the canteen, composting and making notepads out of scrap paper.

2.5.16. However, by far the greatest number of comments related to the extent to which colleagues use their own initiative and use external or personal facilities due to a lack of facilities at work (31 comments gave a direct or indirect indication of a lack of facilities). The majority of comments by far came from colleagues in outstations. The following are typical comments:

“All re-cycling done at this base is due to the efforts of the staff as we are away from

TAC

“Although at home I try to recycle everything at work its difficult. We have got our own recycle bins (Not supplied by Council)”

“We have had to sort out our own recycling bins + collection.”

“Most items recycled are done by staff under their own initiative.

3. Conclusions

- 3.1. There is considerable difference between levels of awareness of Council policy and access to facilities amongst colleagues working in the main Council Offices and in outstations.
- 3.2. Feedback through the verbatim comments in particular demonstrate a high level of enthusiasm and personal initiative for minimising waste even where the Council has not yet been able to provide suitable facilities.
- 3.3. There appears to be a need to improve communication amongst colleagues about waste minimisation procedures relating to the new facilities and to raise awareness about which materials can be recycled.
- 3.4. Responses indicate that more could be done to encourage colleagues to reuse and reduce waste and not just to recycle. There appears to be some work-related practices which could be addressed to reduce waste produced, particularly paper-based activities.

Wanted – your views on recycling, reusing and reducing waste at work.

This survey is part of a review being carried out by the **Technical, Economic and Environmental Services Scrutiny Panel**. The review is looking at the way the Council tries to keep waste to a minimum, including waste from Council Offices.

Please help us by completing this survey. The results will be used to identify the main experiences and views of Council employees and Councillors on reducing, reusing and recycling waste. The results of the survey will form part of the Scrutiny Panel's report.

This is an anonymous questionnaire. You do not have to provide your name. Your responses will remain confidential. However, if you would like to be contacted about any of your comments or suggestions please give us your name and how we can contact you.

Name and contact details (optional)

1. Which of these applies to you? (Please tick one)

I am a Councillor

I am an employee

2. It would help us to know where you are based so that we can identify which areas we might learn from and which areas may need more support.

Where are you mainly based? (Please write in)

.....

3. The Council wants to minimise waste for two reasons. Firstly, we want to reduce, reuse and recycle waste in order to cut down the demands on the Earth's resources and the pollution caused by producing materials and getting rid of waste at landfill sites or incinerators. Secondly, the Council is charged for sending waste to landfill and also spends a considerable amount on office materials. Reducing, reusing and recycling waste helps the Council make the savings required by central government.

Before receiving this survey were you aware of the reasons why the Council encourages staff to keep waste to a minimum? (Please tick which you were already aware of)

Environmental reasons

Financial reasons

4. Here are three ways of minimising waste sent to landfill. How often would you say you do each of these? (Please tick one per row)

	Never	Not very often	Most of the time	Always
Recycle e.g. paper and plastics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reuse e.g. use other side of paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce e.g. do not print out emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. In December 2006, the Council introduced new guidelines for recycling and waste minimisation in Council buildings. This has been publicised around the Council including on the intranet bulletin board and in the kitchen areas.

Before receiving this survey, were you aware of these new guidelines? (Please tick one)

Yes No

6. The new guidelines have been accompanied by new facilities in the kitchen areas. Have the new facilities helped you minimise the waste that would otherwise be sent to landfill? (Please tick one)

Yes No Not aware of facilities We don't have these facilities

7. How far do you agree or disagree with the following statements about waste management at the Council? (Please tick one per row)

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Staff are encouraged to think about the amount of waste they produce	<input type="checkbox"/>				
Staff are encouraged to recycle	<input type="checkbox"/>				
Staff are encouraged to reduce waste produced	<input type="checkbox"/>				
Staff are encouraged to reuse materials	<input type="checkbox"/>				
The Council's approach to minimising waste is effective	<input type="checkbox"/>				
The waste minimisation scheme is well publicised	<input type="checkbox"/>				
I know how the Council wants us to dispose of different types of waste	<input type="checkbox"/>				
Recycling waste is part of every day life at TMBC	<input type="checkbox"/>				
Reducing waste is part of every day life at TMBC	<input type="checkbox"/>				
Reusing waste is part of every day life at TMBC	<input type="checkbox"/>				

8. How satisfied are you with the facilities and arrangements for staff to minimise waste? (Please tick one)

Very dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. What do you do now to reduce, reuse or recycle your waste at work? Which of these might you do in the future? (Please tick all that apply to you).

	Now	Future		Now	Future
Recycle paper	<input type="checkbox"/>	<input type="checkbox"/>	Print double sided	<input type="checkbox"/>	<input type="checkbox"/>
Recycle glass	<input type="checkbox"/>	<input type="checkbox"/>	Photocopy double sided	<input type="checkbox"/>	<input type="checkbox"/>
Recycle plastic	<input type="checkbox"/>	<input type="checkbox"/>	Photocopy multiple pages per sheet	<input type="checkbox"/>	<input type="checkbox"/>
Recycle cans/metal containers	<input type="checkbox"/>	<input type="checkbox"/>	Read documents 'on screen' instead of printing	<input type="checkbox"/>	<input type="checkbox"/>
Reuse scrap paper	<input type="checkbox"/>	<input type="checkbox"/>	Store electronic versions of documents not paper copies	<input type="checkbox"/>	<input type="checkbox"/>
Reuse water bottles	<input type="checkbox"/>	<input type="checkbox"/>	Use email rather than paper memos	<input type="checkbox"/>	<input type="checkbox"/>
Use reusable food containers	<input type="checkbox"/>	<input type="checkbox"/>	Turn scrap paper in to notepads at the Print Unit	<input type="checkbox"/>	<input type="checkbox"/>
Reuse envelopes	<input type="checkbox"/>	<input type="checkbox"/>			

Anything else?

10. Thinking about reducing, reusing or recycling waste in Council buildings please tell us if you have any thoughts on:

- what works well
- what doesn't work so well
- how the Council could improve the way we reduce, reuse, or recycle at work
- how staff and Councillors could improve the way we reduce, reuse or recycle at work

11. To help us analyse and understand the results better please could you complete the following question. This is based on the 2001 Census and is the standard question adopted by our partner agencies.

What is your ethnic group?

A. White

- British
- Irish
- Any other White background, please write in
-

B. Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any Other Mixed background, please write in
-

C. Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any Other Asian background, please write in
-

D. Black or Black British

- Caribbean
- African
- Any Other Black background, please write in
-

E. Chinese or other ethnic group

- Chinese
- Any other, please write in
-

THANK YOU FOR COMPLETING THIS SURVEY.

Please return it in the envelope provided

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www.tameside.gov.uk/scrutiny**

VERBATIM COMMENTS

ID	Location	Comment
Comments relating to the amount of paper we waste through printing, postage, paper forms/documentation (especially for meetings), paper filing (including audit trails), communication		
12	TAC	<i>Have printers that print double sided. Have computers that can write to cd so documents can be transferred and kept for file rather than on a hard drive</i>
21	Outstation	<i>I feel the distribution of the Wire should be looked at we have said for many years we are happy with a couple of copies per team instead we get 20 or more copies which is a clear waste.</i>
22	TAC	<i>We could stop delivering internal mail. We could do away with the need for coding blocks for creditors. We could stop putting payslips in envelopes. We could stop sending out 'junk mail' with payslips (we do this because it brings in money for the Authority)</i>
31	TAC	<i>Stop printing reams and reams of documents for meetings and provide hypertext links on email agendas for delegates to access prior to meetings and read on line. Police by making managers responsible for level of paper produced for any given event.</i>
38	TAC	<i>In general, staff recycle and re-use as much as possible. However, the Council does not appear to have the same enthusiasm. The amount of non-recycleable food packaging produced by the staff canteen is very high, and there are no hand dryers in the toilets - only paper towels. It seems ridiculous that the Council spends so much effort encouraging / forcing staff to recycle when there are other simple changes that it could implement to reduce waste drastically such as providing proper plates / cutlery in the canteen and replacing the paper towels with hand dryers in the toilets.</i>
50	TAC	<i>Recycling facilities in kitchen, Nature of job requires paper copies of documents to be kept on file for audit purposes. Double sided printing as default is may produce more scrap paper as not always suitable for purpose</i>
53	TAC	<i>Store more files/papers electronically</i>
55	TAC	<i>I reuse Scrap paper as a notepad made by myself – less costly!</i>
59	Outstation	<i>People need to be encouraged not to hand out so much paper as part of training courses etc. Course notes should instead be available online.</i>
66	TAC	<i>Make my own note pads out of scrap paper</i>
68	Outstation	<i>We sometimes have to print e-mails from enquiries, to distribute the enquires amongst the staff. We use these to write down the sources and results of searches for references while we do the answers. Also, we share computers, so we need to print out the enquiries and the answers for others to refer to.</i>
68	Outstation	<i>Some things we cannot do, because we are not in TAC such as using the CPU to make notepads, but we do create our own little notepads</i>

		<i>from scrap.</i>
93	TAC	<i>Housing benefits we were advised that from January there would be no more scrap pads produced which seems a shame as some people now use photocopy paper instead which doesn't seem cost effective. I use all the scrap paper produced from the printer tear it up and bulldog clip it</i>
103	TAC	<i>I use scrap paper all the time for notes, without sending it to the print unit first</i>
103	TAC	<i>Have tried not to print email attachments much, but it is frustrating when they are archived automatically & I can't access them. When the canteen used to serve proper food on plates at lunchtime there was much less 'disposable' rubbish in our bins.</i>
110	Outstation	<i>Encourage people to use one hand towel to dry hands. Most use about 3. I've seen organisations place a board with a small hole cut in, over the bin, to encourage this. ("dry" hand towels need extra screwing up to get through the gap). Also, specially printed internal envelopes. Many organisations use these. The front is lined for multiple addresses where as reusing old ones just tend to get used once or twice.</i>
113	Unknown	<i>1) Find a way to recycle blue paper towels. 2) Provide cutlery and crockery in the canteen instead of items that cannot be recycled. 3) Provide soap and scrubbing brush in the kitchens so people can wash their cans properly. 4) Not to order plastic vending cups for water machines, ask staff to bring in glasses.</i>
116	Outstation	<i>When training people to use computers or photocopiers more emphasise should be placed on how to print off just what you need and think about adjusting margins to accommodate that one line that goes onto another page or using the print preview to see what is being printed off and how, especially things of the internet!</i>
125	TAC	<i>Could improve by encouraging people to read things on screen (especially managers) and have some kind of system to prevent people printing things off.</i>
132	Outstation	<i>Does anyone really read the paper copies of the 'Wire'. Could the magazine not be published on the intranet only?</i>
137	TAC	<i>Do not put wage slips in envelopes. The 'Wire' should be available on-line not on paper</i>
147	Outstation	<i>Put paper in recycling bin</i>
149	TAC	<i>Provide improved (in terms of cost and accessibility) document scanning facilities to help reduce paper print outs being stored in files wherever possible. Ensure that all MFD devices default for all users to double sided copying for every job and that non double sided copying is the exception rather than the rule.</i>
150	Outstation	<i>I find that everyone prints out documents for meetings and then when you get to the meeting they have copies. Too many docs now just e-mailed around which you feel you need to print off to take to meetings.</i>
160	TAC	<i>Cut down on the amount of photocopying done, even if it is double sided and multiple pages per side. Use electronic copies. Most staff who need these documents have access to a PC so let them use it</i>

175	TAC	<i>The council as a whole wastes millions of sheets of paper per year, but as each department views what they do as the most important job within the authority this is unlikely to change. Central government also provides a huge barrier to reducing waste - why do social services have to supply copies of every visit to DWP? Why can't they email them? Why do we have to have copies for 'audit reasons'? There are electronic solutions to these problems but it will require a bold council to implement and buck the trend.</i>
182	Outstation	<i>We have recycle bins here at the [Outstation] but we are not encouraged to recycle. Many staff members print emails out and this is not discouraged in any way. The bins are there if we want to use them but I think staff should be forced to make changes to their working habits, at the moment they are not.</i>
219	TAC	<i>Employees with intranet access receive electronic copies of the Wire and electronic payslips yet also receive a paper copy – could this be avoided? Alternatively, why not only send one Wire copy per office for circulation rather than everyone receiving one? Provide internal envelopes - this would encourage employees to reuse envelopes many times over rather than just once or twice (if at all)”</i>
221	TAC	<i>I used to recycle my paper by printing on the back but since the MFD and 3p charge has come into place, there seems little point!!!</i>
222	TAC	<i>Electronic info at meetings such as agendas and minutes to avoid all attendees printing off copies. Can someone sort out recycling envelopes with windows and/or stop using them - once they've been reused a few times we can't recycle them because of the plastic. Provide shredders Do we use recycled paper in the printers / copiers?</i>
234	TAC	<i>Stop printing the Wire and just leave on the web</i>
301	Outstation	<i>Do not waste paper sending questionnaire to staff who do not in offices waste paper and money</i>
303	Outstation	<i>Doesn't work well</i> <ul style="list-style-type: none"> • <i>too much spent on expensive A4 paper or coloured printing when black and white would suffice</i> • <i>double sided documentation not utilised widely</i>
308	Outstation	<i>I receive post Tuesdays and Thursday. By the dates on the letters etc., these could have been delivered in our bags. Also post arrives from the same offices in separate envelopes costing extra postage</i>
309	Outstation	<i>A lot of postage expense and envelopes could be saved if council departments put their correspondence in the weekly councillors' bags instead of posting it especially on Tuesdays, Wednesdays and Thursdays. A lot of the letters we receive are non urgent and do not require immediate attention.</i>
312	Outstation	<i>I have seen other authorities making use of recycled paper for day to day use i.e. Oldham MBC. We should have better contracts in place to procure recycled paper at amore competition price and use it throughout the council. If other council's can do it then there is no reason why we can't. They only use non-recycled paper for final drafts etc. I feel this is a policy we can adopt, and would very easy to implement with the introduction of the new MFDs (Multi-Functional Devices</i>
327	Outstation	<i>Not sending so many memos out in double sometimes triplicate</i>
336	Outstation	<i>Stop sending stupid questionnaires</i>
347	Outstation	<i>The amount of paper used for memos and notes also policy &</i>

		<i>procedure documents</i>
348	Outstation	<i>Do you have any plans to recycle cardboard?</i>
353	Outstation	<i>Need ensure all paperwork fits onto 2 sides to enable all forms to be printed/copied double sided</i>
357	Outstation	<i>Stop sending things like this to anyone who it does not apply to</i>
376	Outstation	<i>Sending out these questions separately and each person returning said form separately</i>
378	Outstation	<i>Cut down on the forms we have to fill in</i>
377	Outstation	<i>Give projects a laptop to reduce the amount of paper used</i>
379	Unknown	<i>Old rolls of wallpaper for arts and crafts etc</i>
380	Outstation	<i>Forms at work getting bigger wasting paper to fill in</i>
381	Outstation	<i>This questionnaire was sent out individually instead of as a group. Each to send back in separate envelopes'. Not a good example. Plus it was FREEPOST. Could have been put in collection bag for schools</i>
398	Outstation	<i>Not sending out questionnaires in paper format and using e-mail instead</i>
399	Outstation	<i>This questionnaire could have been e-mailed</i>
400	Outstation	<i>Could this sheet have been on E-mail?</i>
409	Outstation	<i>Comprehensive IT training for all staff, to create a paperless environment</i>
410	Outstation	<i>This survey itself was not a good eg of recycling/ reducing costs etc as each member of the team was provided with a SAE to return the questionnaire. It would have been better to have sent them all back in 1 envelope or by internal mail.</i>
418	Unknown	<i>Use one envelope per unit for response instead of 1 envelope per survey. How much waste has this survey created?</i>
420	Outstation	<i>As the residential area of the LDS department are not allowed internet, many of the electronic ways of reducing waste can not be carried out. To improve the council could allow access to the internet, and simply put blocks on leisure sites.</i>

Comments relating to lack of facilities or need to improve provision (including positive examples of staff initiative in the absence of facilities)		
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16	Outstation	<i>Provide the facilities to recycle which reminds people not to throw things away without recycling</i>
51	Outstation	<i>More blue bins for paper recycling available to the Training Unit & more frequent collection. Space needs to be identified on the ground floor to site the bins as we are based on the 3rd floor, accessible only by stairs. Facilities provided for recycling kitchen waste with a collection service - again the kitchen is on the 3rd floor, accessible only by stairs</i>
77	Outstation	<i>All recycling initiatives seem to start and end at TAC. At [outstation] we have a small number of Blue bins which are full the day after they have been emptied. They are used for shredded documents and staff- particularly older members of staff still put paper in their bins. We do not have any recycling facilities in the kitchen or elsewhere. Staff collect and dispose of glass jars and plastic bottles themselves but more people would do it and it would prevent large quantities of waste developing if we had bins.</i>

Staff need to think more about the above options for reducing paper waste, people may need training on how to do some of those options.

84	Outstation	<i>I collect plastic bottles, cardboard etc to take to recycling centres in my own time. it would be more effective to have recycling bins on site that we could all use for paper, plastic etc that were collected by Tameside on a regular basis</i>
97	Outstation	<i>Could provide bins for recycling glass and plastics at places other than TAC</i>
101	Outstation	<i>Red bins work well. No facility to re-cycle plastic. Need more re-cycling facilities in each working environment. need positive re-enforcement to support staff</i>
104	Outstation	<i>I would like there to be separate bins for different kinds of waste in the kitchen. I would like the facility to be able to print out on both sides of the paper and/or print onto recycled or scrap paper (Oldham have a policy this, as I understand it all internal documents are printed on recycled paper?).</i>
111	Outstation	<i>Most items recycled are done by staff under their own initiative. There appears to have been issues in relation to collections for recycling here at [outstation]</i>
115	Outstation	<i>When I started working at Stalybridge, I asked if we had recycle bins as I wanted to sort my waste into the different categories. I was told that because of the car park size, that we cannot have the special bins. It would be good if a way around this could be found. I wanted to have different coloured waste bins in my office that could be emptied when needed by myself.</i>
117	Outstation	<i>I do not think there are enough facilities based at [outstation] to recycle.</i>
122	Outstation	<i>We do not have recycling facilities here at [outstation] in Denton.</i>
125	TAC	<i>Need to provide more dedicated waste bins on corridors and in kitchen areas rather than all waste going into one plastic box.</i>
128	Outstation	<i>What doesn't work well is we use a lot of paper which is wasted, when we print all the stationary and paper we do use are not on recycled paper. We do not have recycle bins in our office at union street to recycle anything other than shredded paper. We have no recycle facilities for the kitchen area, I recycle as much as I can but I end up having to store plastic bottles under my desk and take them when I can. We could compost our tea bags , we use enough but no facilities available</i>
140	Outstation	<i>Out stations could do with paper collection more than once a week, and possibly bins to collect old glass, cans etc</i>
141	Outstation	<i>Could we have a composter to put fruit/food waste as people do at home, I feel guilty putting an apple core/banana skin in a bin</i>
142	Outstation	<i>There are no facilities to recycle plastics at [outstation].</i>
145	Outstation	<i>I would like to see recycling facilities at out-stations or, failing that, some method of collecting/disposing of waste.</i>
146	Outstation	<i>Almost all of the recycling I do is taken home (not in Tameside) because facilities do not exist at work. I find myself reducing other people's waste at work. Providing facilities for recycling would help but you would also need to educate people without alienating them.</i>
149	TAC	<i>The cost in unproductive time of having staff throughout the council building emptying office waste bins into "brew room" bins needs to be investigated and compared to the "benefits" it has generated. Quite</i>

often brew room bins are too full to accommodate any waste from the office bins when individuals make such a trip. The space available in brew rooms is limited anyway and so perhaps the solution is to take the short term investment in bins and provide one of each type of recycling bin and non-recycling bin in each office (or as near to each office is as practicable).

- 150 Outstation *We have not been supplied with recycle containers and staff have not received anything on recycling only what we do in house*
- 153 Outstation *I feel there should be provision to dispose of glass, plastic, paper and especially cardboard at the authority premises. Also disposal of printer cartridges/toners.*
- 177 Outstation *Provide containers to be placed in satellite buildings and emptied free of charge on a regular basis*
- 180 Outstation *If bins for plastics were provided at [outstation], they would be used for the plastic cups from the water machines etc.*
- 181 Outstation *Because we are an out station I feel the facilities for recycling are poor. We have a blue bin only. When we think about it we will bag plastic bottles and take to a recycle point.*
- 185 Outstation *should provide more blue bins to recycle paper*
- 187 Outstation *Provide recycling points at every council building-no big deal in the scheme of your supposed commitment. Most people need to have accessible and visible recycling points in order to make the effort to protect the environment.*
- 187 Outstation *At present, due to having no facilities at the office, I collect and take home anything i can recycle. this is due to my own personal commitment to the environment and is not supported by the council at my workplace*
- 194 Outstation *Apart from paper not done at [outstation]*
- 198 Unknown *Would like a bin in the office for plastic to put in such items as plastic wrapping from mail or parcels.*
- 199 Outstation *As I do not work at the council offices, the building which I work in does not have very good recycling facilities.*
- 200 Outstation *We cannot have the paper recycling bins at [outstation] as there is no lift. This is a major problem.*
- 208 Outstation *People generally want to recycle but it needs to be made easy for them. At the moment it is problematic for us to get paper bins emptied, nobody seems to know what to do with the confidential waste that has been shredded and there simply isn't enough room in our building to consider recycling in the kitchen area.*
- 217 Outstation *All re-cycling done at this base is due to the efforts of the staff as we are away from TAC*
- 224 Outstation *I work in an outstation and don't have the facilities to recycle.*
- 229 Outstation *The activity appears to be concentrated on TAC and the outstations do not access the same facilities.*
- 210 Outstation *Can the outstations not have a monthly collection to collect paper which can be recycled into pads, we do not have the facility to use print unit at outstations. Plastic and glass recycling and print cartridge bins should be provided.*
- 215 Outstation *When the recycling guidance was issued I contacted the relevant department and asked when the arrangements would be rolled out to*

out stations and was told that there were no plans to do so. Our team do try our best to re-cycle, though some of our equipment doesn't allow for some of the suggestions above i.e. double sided printing.

237	TAC	<i>There are many items eg plastic cups, paper towels, that cannot be accepted in recycling</i>
302	Outstation	<i>All properties within the Learning Disability Service should be encouraged to have recycling bins, this may have a knock-on effect with their neighbours.</i>
305	Outstation	<i>Staff in the Homemaker properties take the responsibilities on board for themselves it has not come from any council initiatives we have no facilities so we dispose of the recycled refuse ourselves in our own time. The service users we support are also encouraged to recycle.</i>
311	Outstation	<i>"We would benefit from Plastic Bins – as staff use milk containers. Also bin for glass bottles."</i>
321	Outstation	<i>Please note that this outstation has no facility to recycle waste. It all has to be taken to bins at local supermarkets.</i>
327	Outstation	<i>"It would help if we could have appropriate bins/bags delivered as asked for"</i>
331	Outstation	<i>TMBC Homemaker property on [address removed] have no recycling bins all neither do any of the property in the surrounding area."</i>
340	Outstation	<i>We have no bins at [outstation] also do not have green bin for glass or plastic [address provided]</i>
344	Outstation	<i>Do not work in a building, so not aware of any facilities for recycling</i>
351	Outstation	<i>We have had to sort out our own recycling bins + collection. Local people use our recycling bins which is great.</i>
352	Outstation	<i>We have arranged for our own recycling to be done. Staff are able to bring in items from home to place in the recycling bins The council could look at having bailing machinery in TAC and other large premises. The council could look at ways of recycling all plastic items not just bottles, & all paper based products ie telephone directories etc.</i>
358	Outstation	<i>Provide appropriate recycling bins in schools which are emptied regularly. Ensure all TMBC employees are informed</i>
363	Outstation	<i>The big problem at [outstation] is we have NO dustbins or Skips and removing the rubbish right around the building into next door's area is one big pain and an ongoing problem! This should have been sorted months ago.</i>
368	Outstation	<i>The council have not done or informed us to encourage us to recycle</i>
369	Outstation	<i>I work in residential care and have no facilities to recycle</i>
388	Unknown	<i>Provide more recycling facilities</i>
412	Outstation	<i>Would do more if facilities were available</i>
413	Outstation	<i>Would do more if facilities were available</i>
425	Outstation	<i>Although at home I try to recycle everything at work its difficult. We have got our own recycle bins (Not supplied by Council)</i>
427	Outstation	<i>No facilities to recycle items at [address removed] – only 2 TMBC staff</i>

Comments relating to dissatisfaction with facilities and services provided by the Council (due to condition, location, collection arrangements etc) and range of material that can be recycled on premises.

10	TAC	<i>The bins in the kitchens are a disaster. Staff do not put things in the correct bins so nothing is achieved apart from a nasty smell and overflowing bins</i>
16	Outstation	<i>Not enough bins placed automatically in buildings outside of TAC. Only got re-cycling bins when I requested them. Day centre adjoining my office did not have recycling facilities until requested.</i>
84	Outstation	<i>I collect plastic bottles, cardboard etc to take to recycling centres in my own time. it would be more effective to have recycling bins on site that we could all use for paper, plastic etc that were collected by Tameside on a regular basis</i>
89	Outstation	<i>No Batching for re-cycled materials available at [Outstation]. Can Cardboard be re-cycled? Would like to see Plastic Bottles and Cardboard recycled?</i>
101	Outstation	<i>Need central facility within different working environments to access re-cycled products</i>
111	Outstation	<i>Most items recycled are done by staff under their own initiative. There appears to have been issues in relation to collections for recycling here at [Outstation].</i>
121	Outstation	<i>I think that more facilities should [be] provided wider within the council to encourage further re cycling. this can then be forwarded into peoples personal lives</i>
158	TAC	<i>There are too many different bins for different items! I do not always have time to visit the kitchen with every item of waste, to time consuming.</i>
165	TAC	<i>put lids on the recycle bins that contain glass or tins because if someone has food out of a tin that smells the whole kitchen area smells or if broken glass is in a box and someone knocks it off it is a danger to other members of staff</i>
170	TAC	<i>Paper recycling works well. Getting rid of cardboard waste does not work so well</i>
184	TAC	<i>large general waste bins not emptied frequently enough, they smell after lunch</i>
187	Outstation	<i>At present, due to having no facilities at the office, I collect and take home anything i can recycle. this is due to my own personal commitment to the environment and is not supported by the council at my workplace</i>
197	TAC	<i>Recyclable waste is often put in the recycle bins unwashed creating bad odours on occasion.</i>
198	Unknown	<i>Would like a bin in the office for plastic to put in such items as plastic wrapping from mail or parcels</i>
202	TAC	<i>Too little space for different bins and nobody understands it properly - waste gets cross-contaminated (and smelly) and I presume not fit for recycling</i>
210	Outstation	<i>Outstations are usually forgotten about, i recycle paper wherever possible, although most of it has to be destroyed and we only have a tin recycling bin in our kitchens plastic bottles mount up until in the end they are binned because they become a hazard. I recycle everything</i>

		<i>at home and feel work should encourage the same.</i>
217	Outstation	<i>All re-cycling done at this base is due to the efforts of the staff as we are away from TAC</i>
227	TAC	<i>Within the small kitchens in TAC, sometimes the smells which come from the recycling can be quite sickening.</i>
232	TAC	<i>Recycling boxes in the kitchen are not emptied often enough.</i>
237	TAC	<i>There are many items e.g. plastic cups, paper towels, that cannot be accepted in recycling</i>
306	Unknown	<i>At our site [outstation] we are unable to use our paper recycling scheme as there is no facility to arrange a nominated collection day. The recycling unit have requested that we wheel our bin out onto the street on a daily basis for a 'passing' vehicle to collect. This is totally impractical.</i>
332	TAC	<i>Bins in kitchens smell and overflow. People put the wrong things in them so its pointless. The bins with lids are disgusting and the blue bins are great</i>
350	Outstation	<i>All facilities have been provided by very dedicated members of staff 'Satisfied' – not through <u>council</u> but through workers dedication!</i>
363	Outstation	<i>There are blue bins for paper and red for confidential matter but nothing for plastic or there should be. Or glass!</i>
368	Outstation	<i>We have nothing at work to help recycle</i>
423	TAC	<i>The kitchen bins are always full and smell terrible. People also constantly put things in the wrong bins</i>

Comments relating to need for greater communication, clarification of scheme and encouragement (including indication of staff confusion and/or lack of participation)
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3	TAC	<i>Guidelines for how to dispose of different types of waste need to be clarified and publicised more widely</i>
4	TAC	<i>Having paper bins in offices and containers in kitchens works well however it is not very clear what can and can't be recycled (e.g. plastics). More publicity and clearer messages of what can be recycled would be an improvement.</i>
6	Outstation	<i>Details and facilities have not got to this outstation, and we are on the recycling tip!!!</i>
8	TAC	<i>Green box and blue bin schemes work reasonably well although more clarification is needed as to what can be recycled. Regular in-house recycling campaigns would help keep recycling to the forefront of staff awareness</i>
27	TAC	<i>Paper recycling works well but there is too much confusion about other materials</i>
29	TAC	<i>More offline communications regarding how to/what can be re-cycled. Some people still seem to be confused about what items can go in what bins!</i>
32	TAC	<i>Even though we have been provided with pictures regarding what we can and can't recycle, most people still don't seem to grasp the idea. Could we not have recycling champions who go to offices and explain what can and can't recycle and that, yes, you do need to clean out packaging before you recycle and remove paper labels of plastic bottles etc. Lots of people have no idea and I don't think the message</i>

		<i>is getting through.</i>
34	TAC	<i>I feel that we were not given enough information at the start on what we can recycle and what we can't. for example we were told to put all plastic items in the plastic bin, but were not told that we were not to put plastic cups or plastic yogurt pots in. i feel you have rushed into the decision to start recycling more.</i>
36	Outstation	<i>What doesn't work well just putting bins in place and expecting people to use it. One way in which the council could improve is educating people about waste and the long term effects and also the benefits to be gained in the short term.</i>
42	TAC	<i>Clearer guidelines on what can/cannot be recycled.</i>
48	Outstation	<i>Being a new member of staff I am not aware of certain recycling facilities in the building eg. Recycling bin for plastics and glass. I have only located bins for paper and tins. As part of the induction process perhaps employees should be made more aware of this incentive.</i>
55	TAC	<i>It got easier to use when you posted that list of what plastic could/couldn't be recycled - it was confusing before then</i>
56	TAC	<i>I think a bit more education about recycling ie. Recycling clean bottles and removing tops - I have noticed that items have been recycled but not rinsed out before hand</i>
65	TAC	<i>Recycling on level 7 works very well at the moment, however, different staff with largely differing attitudes to recycling etc. are being moved to level 7,therefore, will probably see a reduction in recycling/reusing in the future.</i>
66	TAC	<i>Put notices up at collection points. Lots of other things are recyclable that tameside do not collect, like plastic cutlery (only provide those that are in the canteen) , food containers (only provide those that are in the canteen), milk cartons, yoghurt pots. paper towels, food waste and used teabags for composting.</i>
73	TAC	<i>Could be improved by more information on benefits of recycling and how much we have recycled and saved instead of being told what to do.</i>
77	Outstation	<i>Staff need to think more about the above options for reducing paper waste, people may need training on how to do some of those options.</i>
79	TAC	<i>Have recently had small posters erected in brew rooms, detailing what can and cannot be put into the recycling bins. Of all the things that cannot, is there any option to recycle them</i>
80	Unknown	<i>The present bins in the kitchen seem to be working well now that people have got the hang of it! I think it might be an idea to appoint a recycling officer in each office, a bit like the fire officer, who knows all there is to know about re-cycling and can give advice. Also it would help if we all had the appropriate bins at home - and perhaps the incentive of a council tax cut!</i>
101	Outstation	<i>Need positive re-enforcement to support staff</i>
107	TAC	<i>Not sure about the strategy on reducing waste. Also not particularly clear about what recycling goes where.</i>
108	TAC	<i>General feeling in office that plastic containers from the canteen should be able to be recycled and put into plastics kitchen bin instead of household waste bin in kitchen -not being recycled (even though washed) - information from Staff Portal advised all cannot put these in plastics waste bin - this has caused some confusion.</i>
109	TAC	<i>The boxes in the kitchens have helped with recycling, but I think a lot of</i>

- people or still unclear as to what can and can't go in the various boxes.
- 112 TAC *I think there should be some clarification on what can go in the Blue Paper recycling bins. I often see junk mail / magazines being thrown in whilst still in the plastic packaging. Also, can envelopes be properly recycled? I have read that the gum / glue can affect the process.*
- 114 TAC *I recycle because of my own personal willingness to do so - both at work and at home. The implementation of the new recycling guidelines caused problems because of a lack of understanding of what can/can't be recycled due to each individuals own personal willingness.*
- 116 Outstation *When training people to use computers or photocopiers more emphasise should be placed on how to print off just what you need and think about adjusting margins to accommodate that one line that goes onto another page or using the print preview to see what is being printed off and how, especially things of the internet!*
- 119 TAC *Give feed back on the portal which floors are best & worse at recycling, this may encourage people to place their rubbish in the correct bin, washing containers & removing labels*
- 121 Outstation *I think that people need incentives to recycle. from doing it at home, having proper bins and collection service for the recycling. why not recycle confidential waste into paper or into loo paper?*
- 124 TAC *A suggestion was sent to [name removed] in February via the staff suggestion scheme about providing re-useable food containers (one-off charge to staff) so that waste could be reduced. As yet, there has been no response to this idea and I think it would reduce a lot of daily waste. I tried to follow it up with [name removed] but have not been able to get a response to the suggestion. I believe if staff knew it would just be a one-off charge, rather than paying for a take-away container every day (just for it to end up in the bin because it can't be recycled here) I think the re-useable containers would be very popular and we would reduce a significant amount of waste very quickly. I would really like to see this implemented.*
- 127 TAC *The publicity around recycling/waste appeared to be done in a somewhat negative sense (e.g. 'if you have plastic bottles in your bin it won't get collected') as opposed to emphasising the benefits of recycling. Surely the latter is more likely to get people on board. The same could be said for the smoking ban which didn't emphasis the benefits of giving up smoking and a smoke free workplace but concentrated on what smokers were prohibited from doing.*
- 133 Outstation *I am generally committed to recycling but not everyone is and I think that the message needs to be re-enforced in imaginative ways.*
- 134 TAC *I think the facilities are fine but inadequately used due to poor education about what goes where, what can/cant be recycled. The 'posters' clarifying this which have recently been posted near the recycling boxes help, but I think regular refreshers might help.*
- 141 Outstation *Give staff incentives to recycle and useful ideas can be rewarded*
- 146 Outstation *Providing facilities for recycling would help but you would also need to educate people without alienating them*
- 147 Outstation *More awareness raising and resources to help recycle*
- 150 Outstation *All council buildings should be inspected and advice and support given to do as much to recycle as poss. There should then be more consistency across sites so become a staff culture rather than an individual managers priority based on how important they believe it is. out side of TAC i have seen nothing to promote recycling in Tameside*

		<i>venues.</i>
152	TAC	<i>Encouragement rather than the dictatorial tone of emails/web postings. Make the scheme simpler - then there is no confusion over what materials are acceptable and what isn't</i>
154	TAC	<i>Individuals, including myself, do try to reduce the amount of paper wasted in particular. However if an individual wastes materials there is no impetus to stop doing so</i>
157	TAC	<i>Explain to everyone why we need to do it and what the benefits will be</i>
162	Outstation	<i>The push to recycle is very much a 'corporate' thing - it tends not to reach out-stations. More needs to be done to ensure it is a truly Council-Wide initiative.</i>
163	TAC	<i>Should be notices above the paper recycling bins to remind people what should and shouldn't go in them</i>
173	Outstation	<i>Include out stations and encourage them to recycle.</i>
179	Outstation	<i>I've worked at several sites in my career at Tameside and often found little or no recycling facilities until I set them up. Recycling rarely occurs in my experience unless an individual takes responsibility for changing team behaviours by making it as easy as possible to recycle - it is sad but true that most people won't walk ten yards to a recycling facility if a bin is nearer. At my present and previous team I have also set up a composting system whereby staff deposit fruit peel and tea bags in a tupperware container by the kettle which I take home. I am aware of no corporate work being done on reducing waste and suspect that such work is isolated to TAC. Simple steps could have a massive impact...issue every place of employment with a compost bin and ask for volunteers to be responsible for it...offer prizes. Find out which places of work don't have a blue bin and enquire why. In my experience people are slow to change their behaviour at first but can very quickly become evangelical about recycling. People here can now be found picking tea bags out of bins now that everyone is aware of the value of composting. It sometimes only takes a spark to light a fire.</i>
182	Outstation	<i>We have recycle bins here at the [outstation] but we are not encouraged to recycle. Many staff members print emails out and this is not discouraged in any way. The bins are there if we want to use them but I think staff should be forced to make changes to their working habits, at the moment they are not.</i>
183	Outstation	<i>As I have recently moved from a successful ECO school in Tameside I am well aware of the need to recycle. I feel the council do a great job in promoting recycling in schools and probably in households (not a Tameside resident myself). However in the building I work in although there are blue bins recycling is not obviously promoted and some do recycle but a lot do not!</i>
187	Outstation	<i>A poster campaign whereby every office and kitchen would display a poster that detailed the accessible recycling point in that building.</i>
191	TAC	<i>Continuous reminder by way of publicising on the e- notice board</i>
197	TAC	<i>There still seems to be a number of people who put inappropriate waste in the recycle bins - whether this is by accident or design I'm not sure.</i>
202	TAC	<i>Reducing waste not very well-publicised. Recycling very well publicised, but scheme flawed. Eg - too little space for different bins and nobody understands it properly</i>
205	TAC	<i>More detailed information about what can and cannot be recycled</i>

would be useful and clearly displayed in relevant areas. I've been told not ALL plastic can be recycled! Clearly labelled collection containers need to be available with info on frequency of emptying, if not daily. Perhaps the recycling process needs to be monitored and enforced. Culprits could face fines!

209	TAC	More information is needed on what goes where!
212	TAC	Staff still out stuff in wrong bins don't clean & remove labels can't recycle canteen containers
213	TAC	I feel that the system needs to be more user friendly, better labelled recycling containers etc. E.g. can we recycle envelopes or not? This was done recently regarding kitchen containers which was very useful
219	TAC	Council could make it clearer as to which items we can and can't recycle.
238	TAC	Publicise what is available and what can be done
238	TAC	More publicity
241	TAC	Some members of staff are averse to recycling. How do we encourage them if they don't want to do it?
319	Outstation	I think employees have as much responsibility as the council. You can lead a horse to water
324	TAC	Most of the council office users do not recycle, everynight I am removing cans, bottles & plastics out the bin and putting them in the correct coloured bins provided in the office & kitchen, I've even left notes on there desk.
326	TAC	Employ recycling personnel to deal and sort through boxes. To keep on top of them due to un-cooperative members of staff. Or make a rosta for each office to have someone responsible for sorting their office waste
349	Unknown	Maybe organise something to go round the District Assembly meetings And also meet with Service Heads or Management Team to ask how the service they work with contribute to the above mentioned - /How/Why do we need to constantly get the messages out to service users etc.
350	Outstation	Issues about what is recyclable, what types of plastics etc
371	Outstation	Publicise it more e.g. The Wire
375	Unknown	Provide more information, support and encouragement to residential care areas
382	Outstation	Green bins - brown bins – blue bins not everyone knows when they are collected we need to know the collection dates for all the recycling bins”
382	Outstation	To achieve the goal of recycling on everything in Tameside. You need to do this at school in the street and at home
421	Outstation	Better guidelines on exactly what to recycle.

Suggested improvements to the facilities

66	TAC	Put notices up at collection points. Lots of other things are recyclable that Tameside do not collect, like plastic cutlery (only provide those that are in the canteen) , food containers (only provide those that are in the canteen), milk cartons, yoghurt pots. paper towels, food waste and used teabags for composting.
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86	TAC	<i>Take everyone's bins out of their offices and they would be more likely to recycle when they pop along to the kitchen to put their rubbish in one of the collection tanks.</i>
125	TAC	<i>Need to provide more dedicated waste bins on corridors and in kitchen areas rather than all waste going into one plastic box.</i>
113	Unknown	<i>1) Find a way to recycle blue paper towels. 2) Provide cutlery and crockery in the canteen instead of items that cannot be recycled. 3) Provide soap and scrubbing brush in the kitchens so people can wash their cans properly. 4) Not to order plastic vending cups for water machines, ask staff to bring in glasses.</i>
138	TAC	<i>We don't always have time to think about recycling and walk to the kitchens to dispose of and recycle. It is so much easier to put things in the bin at the side of your desk and carry on working. Perhaps consideration should be given to providing more receptacles within offices that are specifically for recycling and then more people might participate</i>
149	TAC	<i>Quite often brew room bins are too full to accommodate any waste from the office bins when individuals make such a trip. The space available in brew rooms is limited anyway and so perhaps the solution is to take the short term investment in bins and provide one of each type of recycling bin and non-recycling bin in each office (or as near to each office is as practicable).</i>
151	TAC	<i>More places to put recycling or if possible, recycling materials collected from offices</i>
154	TAC	<i>It would be useful if there were facilities for recycling cardboard as well as paper. Stopping using post it note worked well for us. We now use scrap paper and bluetak or paperclips instead.</i>
155	TAC	<i>Can we have blue bins for recycling cardboard?</i>
164	TAC	<i>More little blue bins in offices for recycling paper</i>
171	TAC	<i>There could be more bins in corridors for plastics, cans, etc.</i>
377	Outstation	<i>Colour coded bins for different materials</i>
380	Outstation	<i>Send more wagons out on each street or put bins 4 people to put different materials into eg Glass/Plastic paper</i>
383	Outstation	<i>Create good recycle points in the building that break down litter into categories easily unlike the ones in place in my office currently. recycling should be quick + easy just like putting litter into a normal bin then people are more inclined to recycle</i>
386	Outstation	<i>Provide containers to help re-use materials</i>
408	Unknown	<i>Providing more bins to household's</i>
412	Outstation	<i>More recycling facilities including plastic and cardboard</i>

Positive feedback

3	TAC	<i>Having double sided as the default print setting for the MFD should help to reduce the amount of paper used;</i>
4	TAC	<i>Having paper bins in offices and containers in kitchens works well</i>
7	TAC	<i>Works well: Blue bins in offices; recycling bins in kitchens.</i>

8	TAC	<i>Green box and blue bin schemes work reasonably well</i>
15	TAC	<i>Please see above for my rant. The initiative for the MFD's double sided is good, the recycling centres in kitchens is also a step in the right direction. The swap shop on the intranet is also very good (do all departments access this)? The pool bike for short journeys is also good.</i>
26	TAC	<i>Also all the containers that you are given for food in the canteen cannot be recycled i.e. soup containers, salad containers and the wedges/chips containers. This needs to be looked at as it is not good as there is a lot of waste from the canteen.</i>
27	TAC	<i>Paper recycling works well but there is too much confusion about other materials</i>
44	TAC	<i>Introducing the "Audit" on staff waste bins has been a really good idea & I think has made more staff think about what they would just automatically throw in their bins & therefore, recycle more</i>
46	TAC	<i>In our office we have recycling boxes for paper, cardboard etc. In the kitchen areas bins for glass, tin, plastic etc so we try to recycle whatever and whenever we can. However this all goes wrong when it comes to lunch from the TAC canteen. Today I brought to my desk from the canteen soup and a bake potato. It came in a cup with a plastic lid to keep a roll in and a container for the bake potato, that was twice the size of the potatoe. Not one of these containers are recyclable or reuseable. The kitchen bins on our level are full of these containers and the black bins that are being sent to land fill full of the canteen disposable rubbish is heartbreaking. They even give out little bags with a plastic knife, fork, spoon and teaspoon. To have a drink in the canteen, if you choose to eat in there (from disposable plates) there is a water dispenser using plastic cups, again not recyclable. There are little packs of vinegar and saurces all which will end in land fill</i>
60	TAC	<i>Having containiers for glass & plastic works well & the red & blue bins for paper</i>
67	TAC	<i>Think on the whole the TAC building is doing a great job - I am not sure about all the outstations and whether they are on board with it - it could be that they do not have the facilities that we have in TAC i.e. blue bins, mini bins, recycling facilities in kitchen areas.</i>
73	TAC	<i>Works well - bins for recycling paper at side of desk</i>
74	TAC	<i>Good facilities for recycling paper and now bottles/cans/plastic bags.</i>
80	Outstation	<i>The present bins in the kitchen seem to be working well now that people have got the hang of it!</i>
81	TAC	<i>The staff canteen is the worst recycler!!!!</i>
82	TAC	<i>Absolutely disgusting the amount of rubbish generated by the staff canteen. Bring back plates.</i>
93	TAC	<i>Recycling bottles cans and paper facilities are good.</i>
101	Outstation	<i>Red bins work well.</i>
103	TAC	<i>When the canteen used to serve proper food on plates at lunchtime there was much less 'disposable' rubbish in our bins.</i>
104	Outstation	<i>The use of internal envelopes (the ones with all the squares on) are very effective and reduce the number of envelopes used.</i>
108	TAC	<i>General feeling in office that plastic containers from the canteen should be able to be recycled and put into plastics kitchen bin instead of</i>

		<i>household waste bin in kitchen -not being recycled (even though washed) - information from Staff Portal advised all cannot put these in plastics waste bin - this has caused some confusion.</i>
109	TAC	<i>The boxes in the kitchens have helped with recycling, but I think a lot of people or still unclear as to what can and can't go in the various boxes.</i>
113	TAC	<i>Provide cutlery and crockery in the canteen instead of items that cannot be recycled.</i>
125	TAC	<i>Blue bins - where available work well</i>
134	TAC	<i>I think the facilities are fine but inadequately used due to poor education about what goes where, what can/cant be recycled. The 'posters' clarifying this which have recently been posted near the recycling boxes help, but I think regular refreshers might help.</i>
135	TAC	<i>Use of plastic containers from the canteen comes across as the opposite of what we are trying to achieve re reducing waste</i>
168	TAC	<i>Waste that comes from the Canteen in TAC needs to be looked into as none of the items at present can be recycled.</i>
170	TAC	<i>Paper recycling works well.</i>
195	TAC	<i>We should be able to recycle a wider range of waste such as the salad boxes from the canteen. Otherwise, the Canteen should provide containers that can be recycled</i>
204	TAC	<i>Most of what I can't recycle is food containers form the staff canteen</i>
212	TAC	<i>Can't recycle canteen containers</i>
226	TAC	<i>Using small blue bins at side of desks is a good way of recycling paper.</i>
304	Unknown	<i>Happy with T.M.B.C. recycling</i>
362	TAC	<i>Think it is working well</i>
373	Outstation	<i>Works well in Service Users home</i>
407	Outstation	<i>Having recycling bin near photocopier works well</i>

Comments relating to waste produced from the canteen.
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7	TAC	<i>Works well: Blue bins in offices; recycling bins in kitchens. Doesn't work well: Waste from staff restaurant isn't recyclable or reusable. The council could encourage offices to use glasses instead of plastic cups, use recycled paper, reduce waste by encouraging the restaurant to use plates instead of polystyrene containers. Staff should take more responsibility for reducing or recycling the waste they produce - rather than automatically throwing waste in the personal bin people should be prepared to sort waste appropriately.</i>
8	TAC	<i>Reduce amount of polystyrene containers - we should only procure recyclable containers</i>
15	TAC	<i>Use metal cutlery and a porcelain plate. Could the council not provide all members of staff with a melamine plate to cut down on waste from the canteen.</i>
25	TAC	<i>The canteen uses disposable containers: there might be standard reusable containers which the individual would have to wash and reuse - in this way they could charge additionally for people who wanted disposable, encouraging people to the greener alternative. I guess that for H&S reasons you'd probably have to make people reuse their own?</i>

- 26 TAC *All the containers that you are given for food in the canteen cannot be recycled i.e. soup containers, salad containers and the wedges/chips containers. This needs to be looked at as it is not good as there is a lot of waste from the canteen.*
- 28 TAC *Use my own plate, bowl and cutlery in the canteen as I strongly object to the amount of waste produced on a daily basis from this source and have done so since use of washable TMBC cutlery and crockery ceased. How is this terrible waste seen by visitors to the authority who are invited to use the dining facilities? If I did not use my own plates etc this would result in use of approx 220 (of each) plastic trays, polystyrene cups, clear plastic lids, plastic knives, forks and spoons and this is just from one person!*
- 32 TAC *Can we not ask the canteen to provide food containers that are recyclable?*
- 35 TAC *There are things that are prohibited from the kitchen bins that are recyclable eg plastic cutlery, yoghurt pots. As long as these are rinsed they can be recycled - is it because people can't be bothered that they are banned from the kitchen bins? How can we encourage people to re-use the disposable cutlery and salad boxes from the canteen, perhaps start charging for them, or even advertise it as a discount if you provide your own container?*
- 38 TAC *In general, staff recycle and re-use as much as possible. However, the Council does not appear to have the same enthusiasm. The amount of non-recyclable food packaging produced by the staff canteen is very high, and there are no hand dryers in the toilets - only paper towels. It seems ridiculous that the Council spends so much effort encouraging / forcing staff to recycle when there are other simple changes that it could implement to reduce waste drastically such as providing proper plates / cutlery in the canteen and replacing the paper towels with hand dryers in the toilets.*
- 74 TAC *Too much waste created by take-away food containers and cutlery and no viable alternative. I know some staff take their own plates to the canteen but this isn't always possible when we're in and out all the time - perhaps an improvement would be to supply re-useable containers for a small charge? A full service with proper plates/cutlery would be even better both for the environment and staff welfare.*
- 88 Outstation *Stop using plastic in the restaurant. I take a plate and cutlery in with me when I use it.*
- 93 TAC *Recycling bottles cans and paper facilities are good. However in the kitchen is a list of things that can't be recycled i.e. the plastics cups from the water machine the salad boxes from the canteen and soup cups and polystyrene food trays, maybe the canteen should be looking to use more environmentally friendly cartons.*
- 113 TAC *1) Find a way to recycle blue paper towels.
2) Provide cutlery and crockery in the canteen instead of items that cannot be recycled.
3) Provide soap and scrubbing brush in the kitchens so people can wash their cans properly.
4) Not to order plastic vending cups for water machines, ask staff to bring in glasses.*
- 119 TAC *all food containers from the canteen should be made from recycle material*
- 120 TAC *The staff canteen uses polystyrene containers too readily what wrong with using washable cutlery and crockery*

124	TAC	<i>A suggestion was sent to [name removed] in February via the staff suggestion scheme about providing re-useable food containers (one-off charge to staff) so that waste could be reduced. As yet, there has been no response to this idea and I think it would reduce a lot of daily waste. I tried to follow it up with [name removed] but have not been able to get a response to the suggestion. I believe if staff knew it would just be a one-off charge, rather than paying for a take-away container every day (just for it to end up in the bin because it can't be recycled here) I think the re-useable containers would be very popular and we would reduce a significant amount of waste very quickly. I would really like to see this implemented.</i>
216	TAC	<i>I think we should work with the canteen. Soups are in unrecyclable containers. The salad boxes are recyclable but I do not see a lot of people washing them out and then re-using them. This would save money in the canteen and we are also recycling!!</i>
225	TAC	<i>Set an example, do not use non-recyclable food wrappings in the canteen for example.</i>

Interest in or request for composting facilities

26	TAC	<i>There could be facilities for compost. Also all the containers that you are given for food in the canteen cannot be recycled ie soup containers, salad containers and the wedges/chips containers. This needs to be looked at as it is not good as there is a lot of waste from the canteen.</i>
35	TAC	<i>Apple cores etc. i take home and put in my compost bin</i>
53	TAC	<i>Non-processed/uncooked food waste for composting e.g. banana skins, apple cores, salad etc</i>
112	TAC	<i>I take all my organic waste home to compost. This includes tea bags, apple cores, fruit peelings, un-reusable envelopes etc. It sometimes gets odd looks, but is easy to do using a resealable tub like a margarine tub. Plus I get great compost!</i>
112	TAC	<i>Would it be feasible to collect organic waste in the kitchenettes for composting? There must be several tons of teabags alone being binned in TAC every year! If not, how about encouraging people to take it home for their composters?</i>
141	Outstation	<i>Could we have a composter to put fruit/food waste as people do at home, I feel guilty putting an apple core/banana skin in a bin</i>
170	TAC	<i>I take my compostable food waste home to put in my compost bin</i>
179	Outstation	<i>I take our teams compostable waste home</i>

Waste minimisation from Operations

334	Outstation	<i>“Setting up of a Recycling Depot for using materials that are being sent to crusher, e.g. natural/concrete products, could be used for conservation projects or sold to public etc? could be self sufficient?”</i>
339	Outstation	<i>“The Council urges the use of second hand kerbs etc. Whether excavating & re-using these stone kerbs with machinery due to their weight, and relaying with machinery is cost effective is questionable”</i>
346	Unknown	<i>“Recycle flags, kerbs etc to come back as stone”</i>

Other

15	TAC	<i>Turn of all lights and computers plus photocopiers off in all our rooms, (this is a personal bug bear of mine nobody is now responsible for the MFD's nobody turns lights out this should be encouraged on both environmental and financial costs, our carbon footprint needs to be reducing with strong leadership from the council.</i>
22	TAC	<i>We could stop buying new PCs and reuse the perfectly good ones we dispose of. We could compost the leaves that are swept up from the streets every autumn.</i>
36	Outstation	<i>At The phoenix market hall we have encouraged the tenants to recycle their waste. This has enabled us to reduce landfill by some 2500 Ltrs per month</i>
83	TAC	<i>I'm afraid I'm of that generation that finds it very difficult to read documents on a tv screen - I can't ever see me not printing out docs. Similarly printing too many pages on a single sheet renders the print too small to read. Is all our copier paper recycled? Change default margin sizes to get more print on the page! Who switches off the copier/MFD at night? CLEAN THE WINDOWS so I can see through them and we might be able to turn off the lights!</i>
86	TAC	<i>Take everyone's bins out of their offices and they would be more likely to recycle when they pop along to the kitchen to put their rubbish in one of the collection tanks.</i>
88	Outstation	<i>Use minimum water in kettles</i>
103	TAC	<i>I keep the plastic domed lids from the soup I get from the canteen to use at home as mini plant propagator lids! I use scrap paper all the time for notes, without sending it to the print unit first</i>
205	TAC	<i>I also recycle film, ie from magazines - does that come under 'plastic' on this list?</i>
240	TAC	<i>Use photocopy paper boxes for under-desk recycling container – the use of proper ones is wasteful and unnecessary!</i>
311	Outstation.	<i>We could turn photocopiers <u>off</u> and not leave on standby</i>
311	Outstation	<i>In the older buildings energy efficiency should be update ie – double glazing, heating being monitored ie today its lovely outside and inside its 85° - we have to open windows and the noise from road is horrific. In winter we have to pack the sides of the windows to stop the drafts + sellotape windows. Extra heaters are used to keep it warm. Notices near taps to turn taps off water – don't leave it running.</i>
326	TAC	<i>Printers, old computers – instead of paying for disposal. Sell for nominal fee.</i>
343	Outstation	<i>Recycle flags, kerbs etc for recycled stone</i>
349	Unknown	<i>I'm personally committed to these causes for the future of our planet. So my personal values are part of my professional role.</i>
357	Outstation	<i>None of the above apply</i>
373	Outstation	<i>Clothes to Charity shops</i>
379	Unknown	<i>Recycling computer equipment</i>
-	TAC	<i>Wire binding on documents could be changed to stapled documents, no need for plastic fronts on documents</i>