

Your Feedback	Our Response
Allow more detail in the waste and travel sections.	Please get in touch with us on environment@northampton.ac.uk to discuss what type of detail you would like to add as it will help us improve our survey for the next Academic Year.
Going through all of the drop-down menus with the building was a bit tedious but nothing more than that. was great and found out new things like the wide life app.	Yes, we appreciate this was a little long, so we are looking at wording this question a little differently for the next survey
I don't think the education re: waste streams can be overstated. more efforts could be made from when students arrive to make known what waste should be going where and why, particularly in regard to waste coming as a direct result of on-site food retail.	We are working on doing inductions with staff and students to let them know our stance on being sustainable and what we expect from people on campus for the new Academic Year (maybe sooner!)
I like the initiative and thought behind the process. p.s. can you guys start recycling the abandoned bikes locked up around campus, there is a bike recycling centre at the racecourse!	We did do one round of recycling of bikes, where we donated unclaimed bikes to Re-Circulate program (story in Unify) and we will be doing it again shortly!
I never buy coffees and takeaway from campus because i don't want to contribute to waste. there should be washing-up areas in the market (if there aren't already) so reusable plates and cutlery can be used, and cups should be reusable at the engine shed. students should be encouraged to use their own coffee cups to be filled at the cafes and more education about need to separate waste is needed.	We are working with the catering team to encourage more reusable containers and behaviour change initiatives regarding what bins to use.
I think that people need to be made more aware of the waste discarding issues and the universities attempt to be net zero.	We shall be more vocal about how we can all help UON be Net Zero!
I think UON should do more on the topic covered in the survey on the grounds themselves essentially during spring & summer months.	We do have our No Mow May initiative, but we agree that we need to do more surrounding our green spaces and welcome any ideas of things you would be interested in so please do get in touch environment@northampton.ac.uk
It would be nice if the details of UON nature app was available.	Unfortunately, it has come to light that this Nature App is no longer available. However, we are working on something similar for the future to ensure we can still record the flora and fauna on our sites.
I noticed we don't get a newsletter into out emails it used to be a regular thing on Fridays, I'd usually get a lot of information from those.	We shall investigate the student newsletter to see if the format has been changed
Options for those that do not regularly use tech on campus.	We are not sure what this is in relation to, so please do email environment@northampton.ac.uk if you wish to discuss further
People on environmental courses or with environmental related education will have a differing perspective to people who don't.	This is very true, and we welcome all feedback and ideas from everyone no matter what their background or speciality to ensure we have a holistic approach to our mission

Perhaps if you talked about the temperature during the hot and cold seasons for accommodations to see how students living on site would respond.	Our Halls were put in the drop-down options so students could comment on their thermal comforts in our residences. There is also some information about the way our heating systems work on our website
Regarding events, it would be nice if there is pop up pantry again (maybe also with the aim to reduce (food) waste by taking less popular items from supermarkets), as well as good quality reusable freebies from university would also definitely help to promote more eco-friendly mindset.	The Campus Pantry now sits with the Financial Guidance team and available to those in emergencies and in need. The catering team now do giveaways - buy a hot drink & a cake between 2pm and 3pm and get a free reusable cup! We hope to do more much more in the future.
Some questions are too vague or non-applicable but give no option.	We are not sure what this is in relation to, so please do email environment@northampton.ac.uk if you wish to discuss further
Strongly suggest deposit return systems put in place or higher charge on single-use plastic containers.	We have just installed a reverse vending machine where you can deposit your plastic bottles and cans to earn reward points! It can be found in The Market by the plants. If you have any questions about how it works, please do drop us an email environment@northampton.ac.uk
The bins in St. John's house (not kitchen bins) are not labelled at all so it is difficult to separate waste, which increases the rats around the St. John's halls areas.	Thank you for bringing this to our attention, we will investigate.
Wording of the first travel question was a bit confusing.	It is the number of miles from where you live to Campus.
Would be good to reduce vending machines as they're so bad for the environment but I understand their convenience for out of hours study etc. The development hub is a disgrace for the university, very unloved. The large water bottles used in development hub for students re-filling drink bottles should not be used; why is water in plastic bottles?	Unfortunately, because the Development Hub is leased, there are some things we were unable to do, for example have mains fed water bottles. However, we checked with the company after reading this feedback and they confirmed the large bottles used are taken away and refilled to be used again.
2 points: 1. you can't claim to be doing all you can for sustainability but then make staff come in unnecessarily. 1 day a week is enough for team activities twice a week means most times i do what i would at home but using the university heating etc for no reason and increases my travel. 2. the heating level at the dev hub is way too high i start most days by opening windows in winter at 7.30am!	Working From Home policies are bespoke to each team, so we would suggest speaking with your manager or team leader about your arrangements. With the Development Hub heating, we are under advisement that is too cold there so we shall need to investigate this difference of feedback.
A small bugbear, but the recycling bins are orange, it might be different in other cultures, but visitors and those new to campus will be looking for green receptacles.	We understand our colours may not be the same as our household bins. The colours were actually chosen in line with WRAP (Waste & Resources Action Programme) but we are more than happy to revisit this in the future and do a new survey of what colours would be more appealing to staff and students.

Bees - could the university consider having bee hives on campus, flat rooves potential sites. some of us have bee keeping training. solar energy - could the Uni have solar panels and other energy creating methods.	We would love bees, and we did look into it in 2021, but unfortunately the proposal was rejected in regard to protecting our own native bees. We do have solar panels at St Johns and Podiatry and green living roofs at Waterside.
Did not touch on tv info screens left on in seemingly permanently even in staff work areas, do these get turned off overnight?	Most of our TV screens do turn off outside of core hours via our Power Saving Schedule, and some dim to conserve energy but need to remain on to provide information to those using that building at all times.
Encouraging students to recycle more.	We recently held an awareness campaign with our waste contractor, Suez, who spoke to staff and students about their recycling habits. We will be working with students in the new academic year to encourage better recycling and how we can make it easier for those especially living in Halls.
For some teams, attendance onsite has been made mandatory for a certain number of days; this seems arbitrary as people are having to use their cars to come onsite during rush hour to sit with headsets on teams when they could have done the same offsite. more sense needs applying to the policy as people are happy to attend campus for meetings or other valid reasons.	Working From Home policies are bespoke to each team, so we would suggest speaking with your manager or team leader about your arrangements.
For the question about the temperatures in the buildings - the learning hub/senate/dev hub can be freezing on the ground floor or separate rooms but then an ok temperature elsewhere. you never know what temp the buildings are going to be especially if the heating is suddenly cranked up.	We appreciate this question was a bit limited in the way it could be answered, so we shall make sure this is changed with a free text box so people can give a more accurate account of their thermal comforts on the next survey.
I couldn't truthfully answer the building temperature questions as it changes on a daily basis/where you are in a building. top floor of LH can be overly warm while the ground floor is freezing, or you'll come in one day and be cold so dress warmer the next day only to be sweating. It's also quite frustrating to know the heating gets turned up higher on open days.	We have checked this with our Campus Services Manager and Assistant Director of Marketing and Student Recruitment Events regarding the statement of the heating being turned up on Open Days. We can confirm this is not a request from them and may simply be the amount of people all together in the Exhibition Area making it appear warmer? However, if you have further information please do get in contact with us environment@northampton.ac.uk
I don't get a bus because it would take hours whereas driving is faster and I'm so busy i don't have time to waste.	That is a fair reason, we understand people have many reasons as to why they would need to drive on campus and we are not totally discouraging that. We would just like people to think about their reasons for travel and if staff do only live a mile up the road for example, could they walk or cycle one day a week? Could students car share or use our discounted bus service? Small changes, where able, make a big difference.
I feel strongly that the heating situation is wasteful at the Dev Hub. There are some people who naturally feel the cold and whilst the DH is so hot already they then use electric heaters under their desk, using more power. I feel there should be a zone	Heating zones is an interesting idea! Unfortunately, because the Development Hub is a leased building, we are very limited as to what we can do to it, however we do want our staff and students to be comfortable, so we will investigate if there is anything further we can do.

that is for those that feel the cold and just make that room hot, controlling the temp better in the rest of the building.	
I think a message in unify explaining the process for reporting issues you spot in the building e.g. leaking taps, would be helpful. what kind of info do you need to include when you report and how does the issue then get resolved? I find the learning hub a difficult building to work in. I work in one of the large workspaces and it's freezing in the winter and too hot in the summer.	You should report faults such as leaking taps, broken furniture, overgrown shrubs causing an obstruction, lights not working, lifts not working properly to Helpdesk@1stdegreefacilities.co.uk
I think this is a good survey, and I hope it is completed by as many staff and students as possible.	Us too! We had 27% more people answer it than last year which is great!
I was unaware of the biodiversity elements of this survey, and this would be interesting to know more about in unify features etc.	We shall ensure to share more with you about biodiversity. If you would like to be on our mailing list, please do email environment@northampton.ac.uk
I'd like to know what all recycling symbols mean, and explanations be displayed. it would also be great if there were more recycling points at the campus, for example, electric toothbrush heads, Brita water filters, contact lenses, etc. often due to the inconvenience of finding a recycling point, people give up and put things in the general waste. we have a huge site!	You can find information about the symbols & what goes where on our Sustainability webpage. Regarding the other options of recycling of items such as contact lenses, we shall investigate and explore these ideas!
I'll continue to ask for more covered bicycle parking like we used to have at park and avenue campus.	We have lots of covered cycle parking at Waterside. They can be found outside our Halls of residence. If you need the keycode to get access, just email travelinfo@northampton.ac.uk
In the Innovation Centre we don't have black/orange/green bins in the kitchens, just a yellow one, presumably general waste. Maybe you could come to the IC and have a walkabout?	We have looked into this, and we believe the bins have now been rectified.
It would be better if we can see more signs and appropriate bins. And not all places have cup bins either.	We will shortly be carrying out a bin audit to see where there are gaps and target high traffic areas.
It would be nice to see more bug hotels, bird boxes and areas for wildlife on campus.	We would love this too and have got something in the pipe line to work with local communities building bat and bird boxes.
It would be really helpful if there was a glass bottle bank on campus in addition to a plastic bag recycling point.	We shall have a look in to this, but for now you can recycle your glass and plastic bags at various supermarkets close to Campus.
I'd love to see more from the sustainability team, i feel like they don't have enough spotlight and presence but they have introduced some great lasting changes to the Uni already that should have a greater commendation from a wider audience.	This makes us feel happy, thank you! We shall be working hard over the next few months to really bring more awareness to staff and students about what we do, including presenting at new starter orientations.

Just doing the survey has made me think more about my own carbon footprint.	This is great to hear! You can work out your own carbon footprint using the WWF website too.
More publicity. Public engagement.	Did you know you can find out our upcoming events on our Sustainability Pages on the website?
Offer more plant based food/milk alternatives. Encourage people to drink/eat more plant based. Most effective individual contribution one can make.	We have almond, soy, coconut & oat milks in our coffee shops and vegetarian/vegan options every day at The Market & Waterside Bar as well as a fresh fruit breakfast bar and salad lunch bar. To find out more please visit the Sustainable Catering pages.
On the heating questions, not a 'sometimes' or 'depends/comment' choice - some areas within hubs differ greatly.	We shall edit the answer box on this question for the next survey.
Please make working spaces warmer as it's v challenging for those with medical conditions triggered by temparture.	We are sorry to hear this. Please get in touch with us on environment@northampton.ac.uk to discuss which areas you are struggling with.
Really interesting. I'd like more details on all sustainability initiatives please. I hear we're good at it versus other universities but have no details on whether that's true and specific details to back that up. Also, i hear rumours that our energy centre isn't actually that good (it doesn't adequately heat all hot water across our campus so we have to use external energy)...is that true?	The energy centre has been designed to produce less emissions than traditional systems, but we have had a little trouble with the Biomass due to issues with delivery of the wood chips, but please be assured it is now back up and running. Currently the University's biomass boiler has generated 738,621 kWh of low carbon heat energy from August to February inclusive. This produced 7.97 tonnes of CO2e emissions, a CO2e saving of 127.13 tonnes compared to the natural gas equivalent.
Recycling and takeaway food cartons is a difficult subject. the intention of recyclable materials is good. However, the reality is that if it is heavily contaminated with food it is not recyclable. There is too much reliance on disposable food and drink containers	We agree! Bring your own coffee cups, water bottles and choose a plate in the Market, it cuts down on waste and works out cheaper too.
Staff and students need more awareness of how to get involved. Link with community groups? Link with schools activities and spark / changemaking activities with schools engagement team.	Absolutely! You can find out what events we have coming up in Unify, student newsletter, social media and our website but we can always link up with more departments who are willing to be involved. We recently worked with some students on a Sustainable Fashion Mocumentary which was really fun! We also welcome work experience students to our team

	and have had 3 so far (2 UON students and 1 external A-Level student) and have a community project over the winter.
Staff need more understanding of how the building management system works and whether windows/vents should be open or closed as this can affect the system working effectively. Student halls are so hot that when my son was in them, he had to have his window open for the whole year even in the middle of winter so could savings be made with more effective control systems?	We definitely could do a little briefing with everyone about how our Smart Buildings work, we shall look into this! We understand Halls can get a little warm, so windows do have to be opened. The thermostat is set to 19* which is higher than the legal requirements. To find out more, you can have a look at our Heating document on the website.
The bins dotted around the campus appear to be emptied regularly which is a good thing and thanks to the team doing this as having litter around is not a nice sight to see.	We shall pass this feedback on to our Grounds Team, thank you! We shall be doing community litter picks for all to join too in the new academic year.
The development hub is lacking at being energy efficient compared to waterside. it has often been freezing cold, the windows are drafty.	Unfortunately, because the Development Hub is a leased building, we are very limited as to what we can do to it, however we do want our staff and students to be comfortable, so we will investigate if there is anything further we can do.
The vast majority of electrical items on campus cannot be turned off by staff - monitors, air conditioning, lights, etc - the latter are frequently broken in many rooms in all buildings and are not repaired when reported. This is an enormous waste of money that the university apparently doesn't care about. I hence believe that any claimed dedication to sustainability is purely lip service.	Monitors can be switched off by the button on the right underside of the screen, printers can also be switched to low power mode using the main button and microwaves and kettles can be turned off at the plugs. In most areas the lights turn out after a certain period of inactivity, as well as the TV screens that go on a power saving mode.
I don't use take away coffee cups, but no option for this. We need to encourage people who eat in the market to use plates not disposable boxes – I see loads of people sitting at tables with their cartons. Not only does it cost them more but it creates waste.	We agree!! We are open to further ideas of how we can encourage this, so please do get in touch environment@northampton.ac.uk