CATERED ACCOMMODATION
Survey results 2023
In total, we had 461 responses from students who are part of Catered Accommodation. This is a slight decrease from previous years, which could be due to the closure of some accommodation buildings. Last year we received 584 responses across three colleges.

Catered Accommodation consists of three colleges, where students receive both breakfasts and dinners as part of their accommodation, Monday to Friday. The students eat their meals within their college restaurant.

**CHOOSING CATERED ACCOMMODATION**

In this section, we asked students what influenced their decision when selecting their accommodation.

**What is the main reason you chose Catered Accommodation? (select all that apply)**

- Preferred accommodation / college
- I didn't get my first choice in accommodation
- Help with budgeting
- Convenience
- Can't cook
- Contribution towards cost from parent(s) or guardian(s)
- Social aspect
- Other

![Bar chart showing reasons for choosing catered accommodation]
Was Catered Accommodation your first choice?

- Yes: 57.7%
- No: 18.2%
- I was happy to be in either catered or self-catered accommodation: 24.1%
ABOUT YOU

In this section, we asked questions about the specific student and their Catered Accommodation experience.

Which accommodation are you part of?

- Vanbrugh: 35.6%
- Derwent: 25.2%
- James: 39.3%

Would you recommend Catered Accommodation to a first year student?

- Yes: 94.4%
- No: 5.6%
If you were applying for accommodation again now, would you choose a Catered Accommodation room?

I would be happy in any sort of accommodation
27.1%

Yes
60.5%

No
12.4%
In this section, we asked respondents specifically about the service in which they received during their time in Catered Accommodation and their experience at their college restaurant.

**Overall how satisfied are you with the following:**

- Ease of initial payment into the scheme
- Speed of response to queries before signing up
- Speed of response to queries during

**How satisfied are you with the following aspects of breakfast service?**

- Quality of food
- Menu variety
- Size of portions
- Opening times
How satisfied are you with the following aspects of dinner service?

- Staff efficiency
- Speed of service
- Staff friendliness
- Cleanliness of facilities

How satisfied are you with the overall service?

- Staff efficiency
- Speed of service
- Staff friendliness
- Cleanliness of facilities
Do you have any dietary requirements? (select all that apply)

- Vegetarian
- Vegan
- Halal
- Gluten free
- Dairy free
- None
- Other

If you have any specific dietary requirements, have we managed to meet your needs?

- Yes 76.4%
- No 23.6%
Do you have any further comments regarding the dietary requirements?

- Allergens are unclear with desserts.
- Fantastic with allergies.
- Fewer options for vegetarians/vegans.
- I do think Halal items should be shown on the menu. Makes it easier for my friends to choose.
- I would add more gluten free or dairy free puddings.
- I would prefer it if the allergens were on display for students as well – I hate holding up the line during every meal.
- On menus put as well as (v) or veg or (vg) for vegan, maybe a (df) for dairy free or the likes.
- Really delicious vegetarian options.
- There didn’t seem to ever be gluten free pasta which was a shame.
- There is always a range of options suitable for me which I find very good. I think it could be even better if allergens were listed on the email menus so I could plan in advance (e.g. sometimes the menu said there would be a plain sponge cake for dessert, but on the day it turned out to contain nuts).

Have you noticed any themed menus?

Yes 89.4%
No 10.6%
Do you have any further comments about the breakfast or dinner service?
Have you noticed any themed menus?

- Breakfast is always the same and could possibly benefit from a little variety like pancakes, waffles etc but either way I’m satisfied. One highlight is the choice of drinks in the morning, from a range of hot drinks to multiple fruit juices. Dinner has so much choice and rotates well so it doesn’t feel like I’ve repeated many meals at all.

- Could there be crumpets and pancakes for breakfast please, I love crumpets and pancakes. And toffee yogurts too please.

- I like the themed menus at dinner, offer chips too often.

- I would love to have the black cherry yogurts back!

- It would be nice to have a healthier carb option other than chips all the time (because it seems like chips is an option most days of the week). Also the cereal bowls could be bigger (because they are too small to have a properly filling amount by itself).

- It’d be nice to see more vegan options in terms of desserts and for breakfast. More fruits (not already cut up).

- My breakfast service is in Fairfax, and thus is different to the main Vanbrugh service (it would be good to have an option on this survey to distinguish this). I would prefer if breakfast was open in Fairfax half an hour earlier, at 7:30, rather than 8:00, as when factoring in the time to get to campus, especially for those in Kings Manor or Campus East, it can be quite tight. Though this would mean the staff would have to work earlier in the morning, Fairfax breakfast already closes half an hour earlier than Vanbrugh, and thus it would make sense to me for it to open half an hour earlier as well.

- Please include decaf coffee at breakfast.

- Staff are all really nice :) 10/10 recommend- nice scrambled egg too, except toast is always cold but that can’t really be helped!

- The food is really good – it’s great to come back to a hot meal after a long day!

- The themed menus are very good. The breakfast menu could have a wider variety of cereals/ non cooked options.

- There isn’t enough coffee for people who come later to breakfast, and I don’t think there should be chips every single night.

- Vegetarian Bacon at breakfast and more than one vegetarian option on a Friday would make the service much better for vegetarians.

- Would be nice if the small cereal boxes were bought back at breakfast, and maybe more themed nights for different cultures like European and African dishes not just Asian.

- Would be nice to have a bit more variety for breakfast and for it to be open earlier.
Are there any other aspects of your Catered Accommodation experience that you would like to comment on?

- Add more variety to the Fairfax breakfast service – sausages, eggs, hash browns etc.
- Although there was a weekly mail concerning the menu, the menu changed many times during the week. Some items were on the menu multiple times but I never saw them at dinner.
- Eating together is a great opportunity to bond with flatmates and see friendly and familiar faces around.
- I absolutely love everything but please bring back the dairy yogurts, the vegan ones just aren’t the same.
- I really like how you can bring your own container if you want to take food away with you because it gives a lot more flexibility for meal times. The canteen always gets very busy around 6pm so you can end up waiting for up to 20 minutes to get your food.
- I was quite nervous to be put into catered accommodation but the staff are incredibly friendly and the food was genuinely good! going down for dinner was a great way to hang out with my flat and also relieved the pressure of having to cook every day. I can’t stress enough how much I would recommend catered accommodation for first year students!
- I would like breakfast to start earlier (even if just the continental foods) as I do not have time to collect breakfast on placement days.
- I’m really fussy and have issues with food so was concerned about what I’d actually eat but there hasn’t been one day where I haven’t found something I’d at least try on the menu. As I’ve struggled with some eating issues in the past, the thought of catered accommodation overwhelmed me a lot but it has been exceptional as having the menu emailed to me helps me prepare so I’m not overwhelmed when I go down for food, and having meals already made plus going to eat with my friends encourages me to make sure I eat at least one meal everyday. I also didn’t realise the social aspects of dinner. Getting to sit down at the end of everyday with your friends and flatmates to debrief helps me so much as sometimes I struggle to eat alone. I couldn’t be more thankful for Derwent, even if it was my 6th choice.
- The friendly and accommodating staff are the best part of the service.
- The knives and forks are often dirty which is why I put unsatisfied with the cleanliness of the facilities.
- The themed weeks have been the best meals I have had.
- The water jug at dinner is very frequently empty when I’ve tried to use it, it would be great if there could be a second jug or for it to be filled up a bit more often.
- Would be nice if it was instead possible to take soup and the dessert rather than a main.