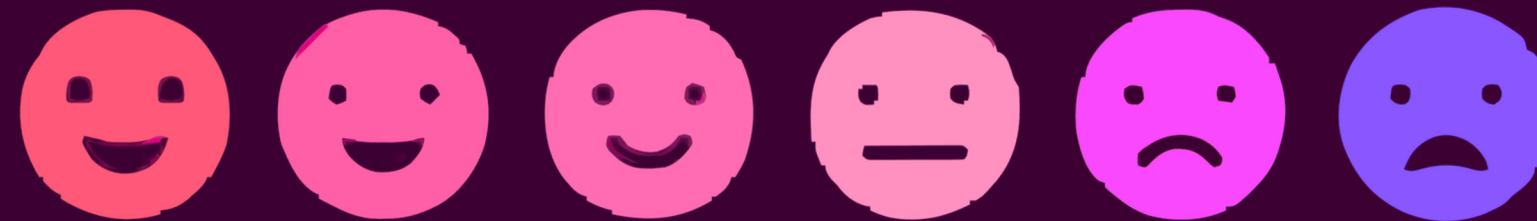


# CATERED SURVEY RESULTS 2026



# What you told us

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**Each January, we ask students using our catering services - Catered Accommodation, Meals in Advance and Piazza Restaurant College Nights - to share their feedback.**

**The aim is to understand your experience, identify areas for improvement, and ensure we're continually adding value to the services included in your accommodation.**

**Your responses help shape our priorities for the year ahead - from menu variety and service times to dietary support and the overall experience.**

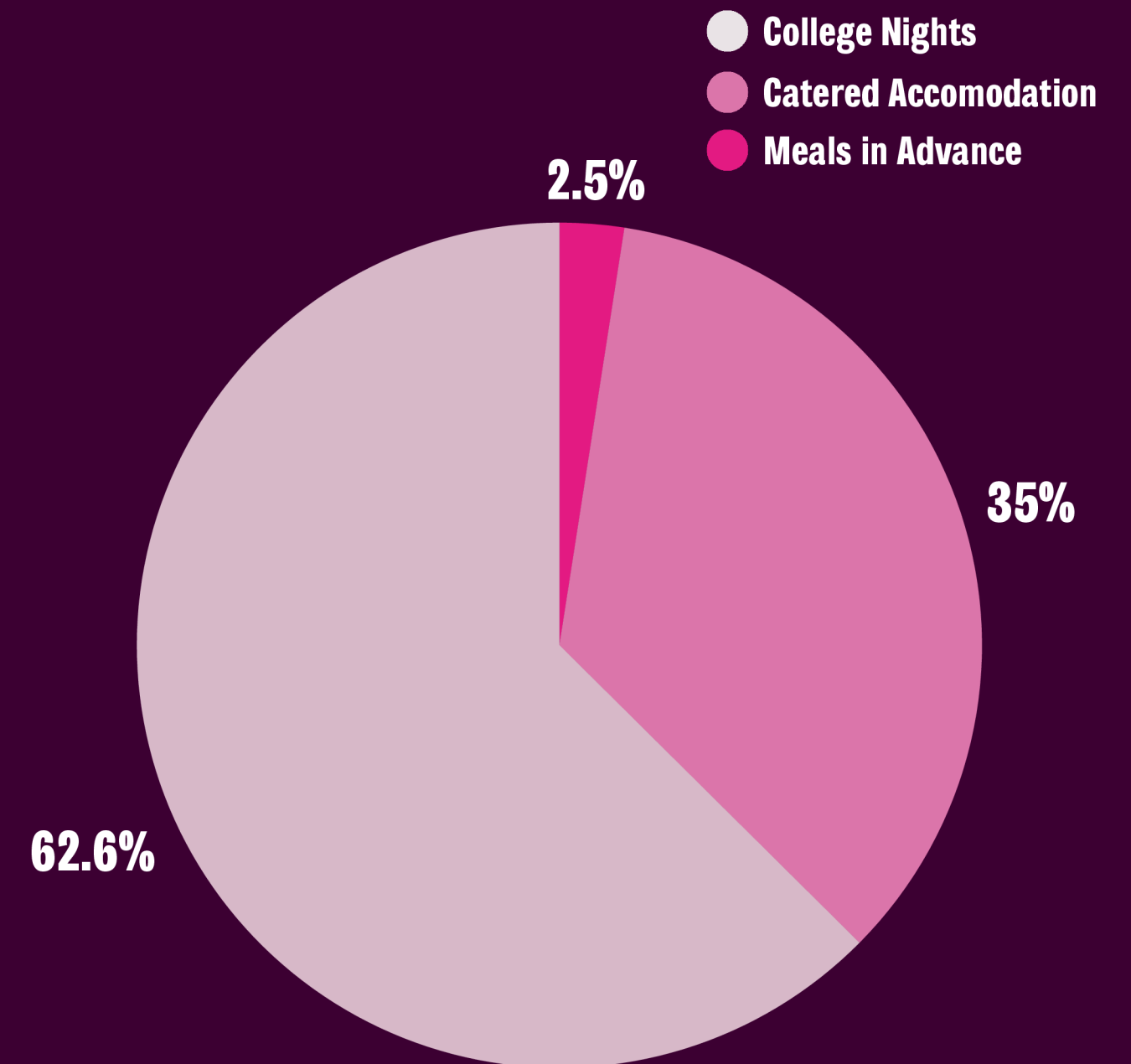
**Here is a summary of what you told us and how we're responding.**



# How many took part

**1,178** students shared their feedback this year across our three surveys

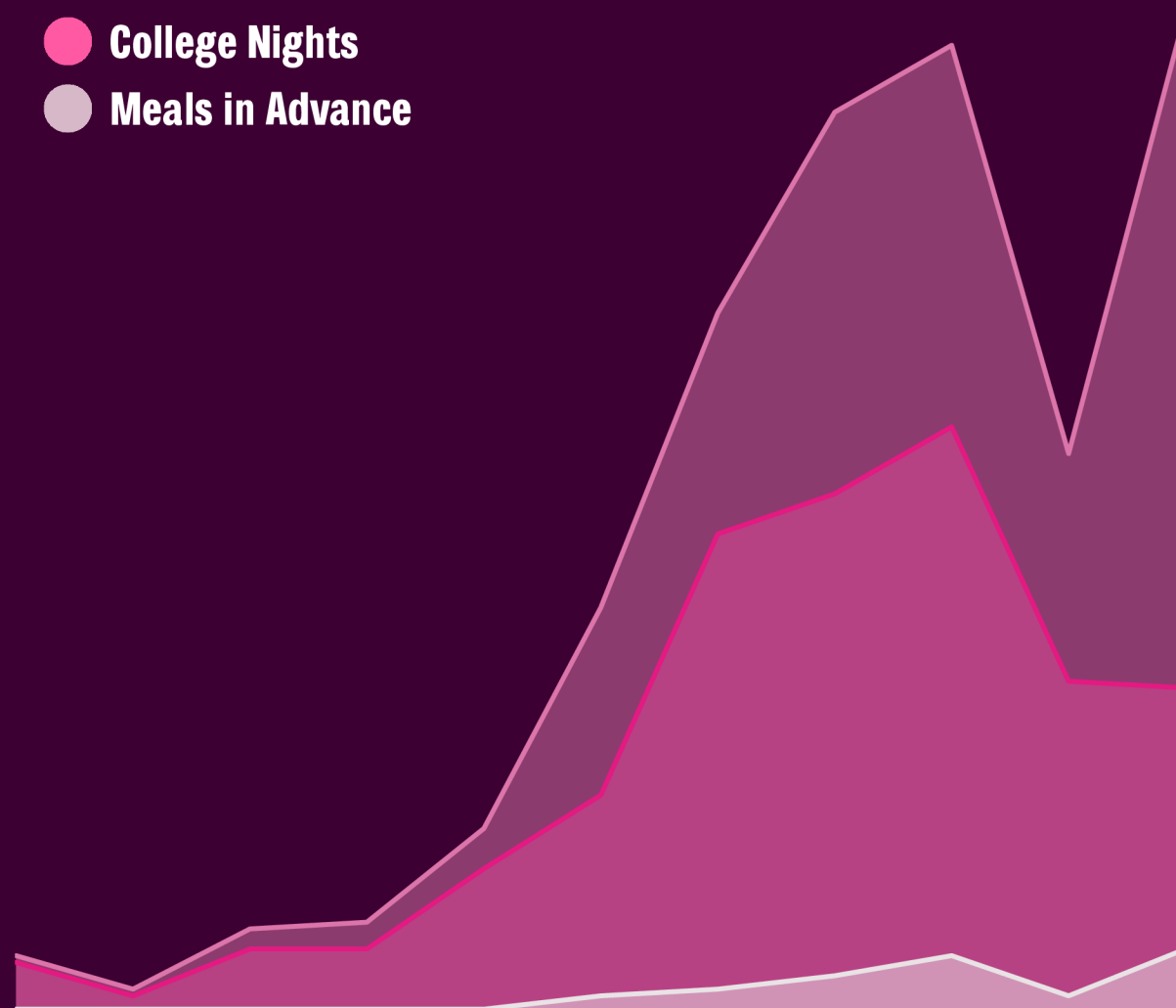
- **29** shared feedback about Meals in Advance
- **412** shared feedback about Catered Accommodation
- **737** shared feedback about Piazza Restaurant College Nights



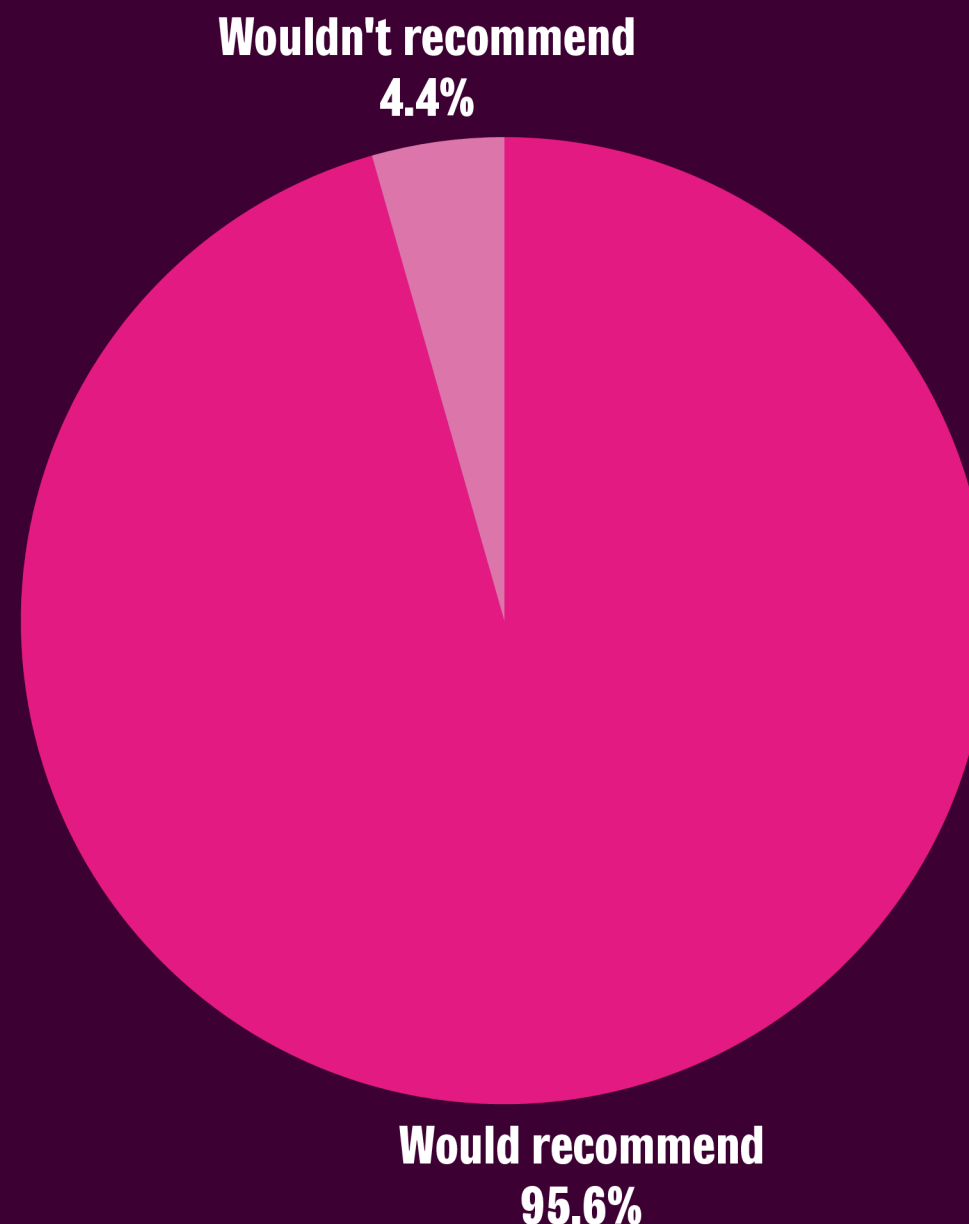
# Key stats

Overall

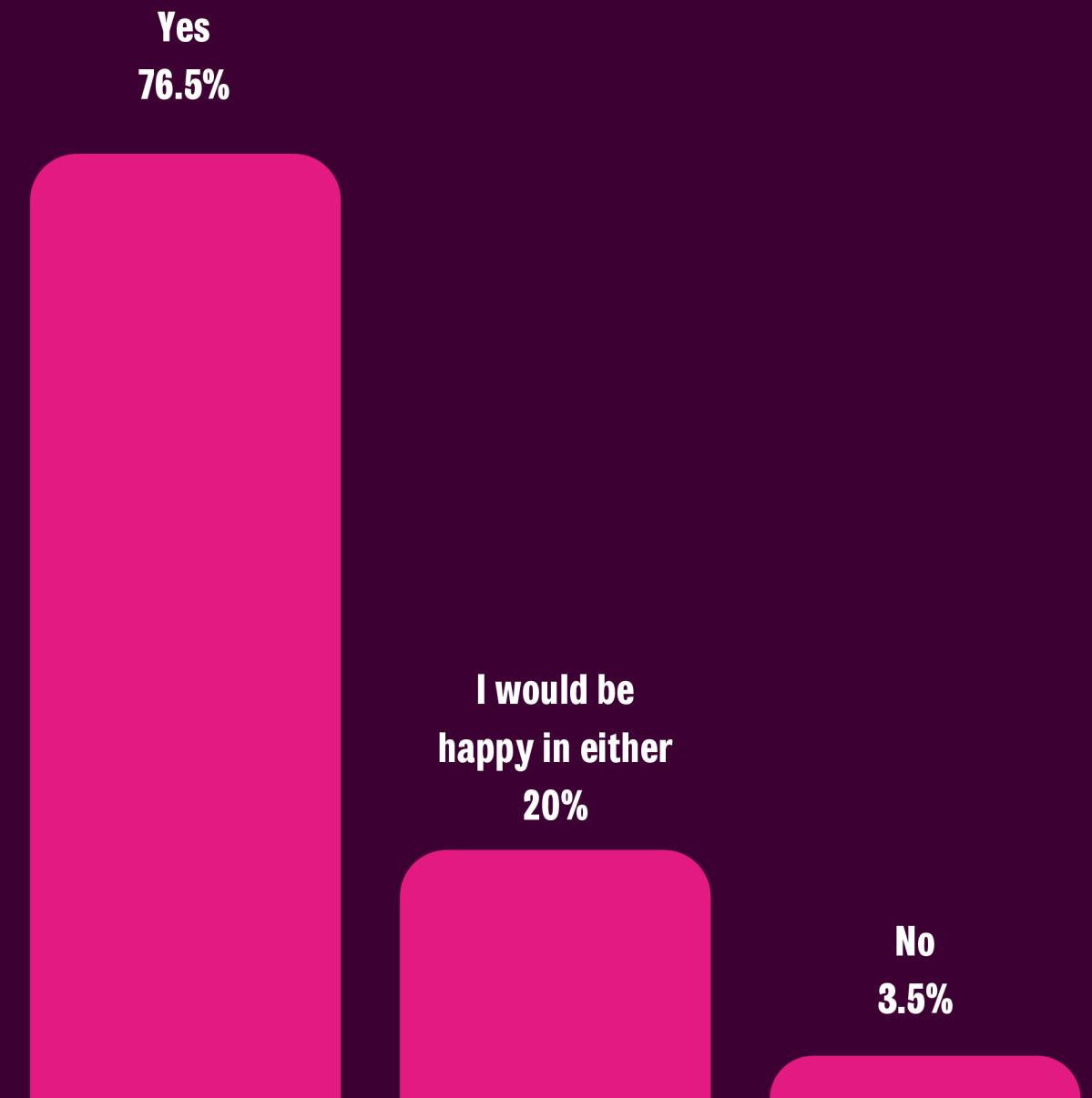
- Catered Accomodation
- College Nights
- Meals in Advance



Over 80% of students rated value for money positively



95.6% would recommend to a first-year student



96.5% would happily choose the same option again

# Catered Accommodation

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This year, **412** students shared their feedback about Catered Accommodation - **an increase** from **366** responses last year.

Catered Accommodation includes breakfast and dinner, Monday to Friday, within your college restaurant. Your feedback helps shape how we improve the service each year.

Thank you to everyone who took part.

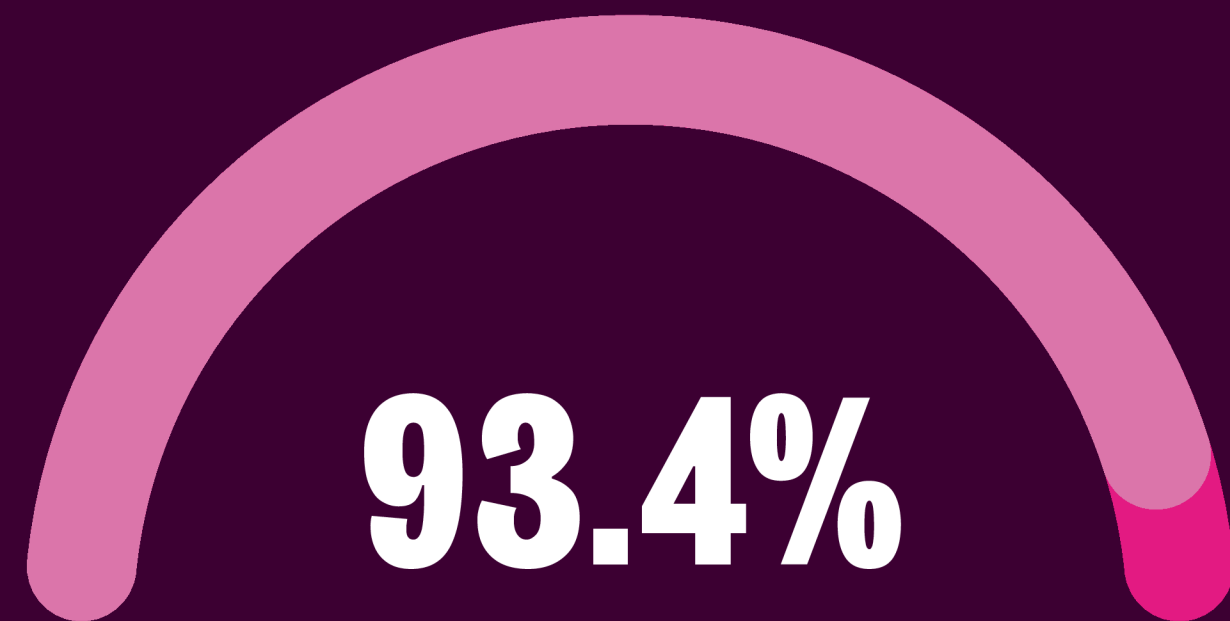


# Key stats

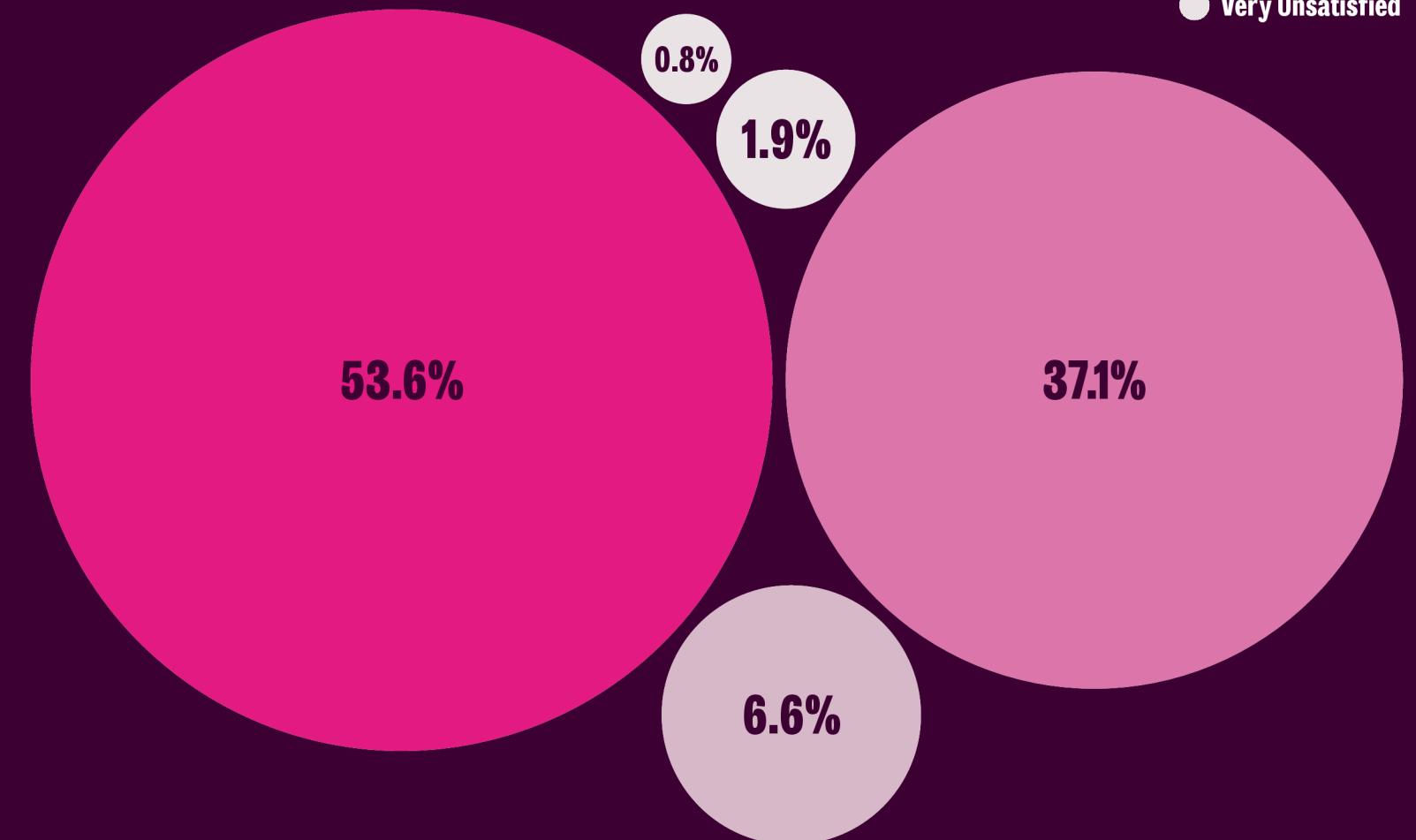
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## Catered Accommodation

- Very Satisfied
- Satisfied
- Indifferent
- Unsatisfied
- Very Unsatisfied



would recommend to  
a first year



**Overall service**

# What You Love

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- **Friendly, welcoming and supportive staff**
- The **convenience** of not having to cook during busy weeks
- The **social aspect** of eating together in college

# Where You'd Like Improvements

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- **More menu variety**, particularly at breakfast and for vegetarian/vegan options
- **Higher allowance and flexibility** for breakfast items
- **More options at the salad bar**

# College Nights

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This year, **737** students shared their feedback about College Nights - **an increase** from **527** responses last year.

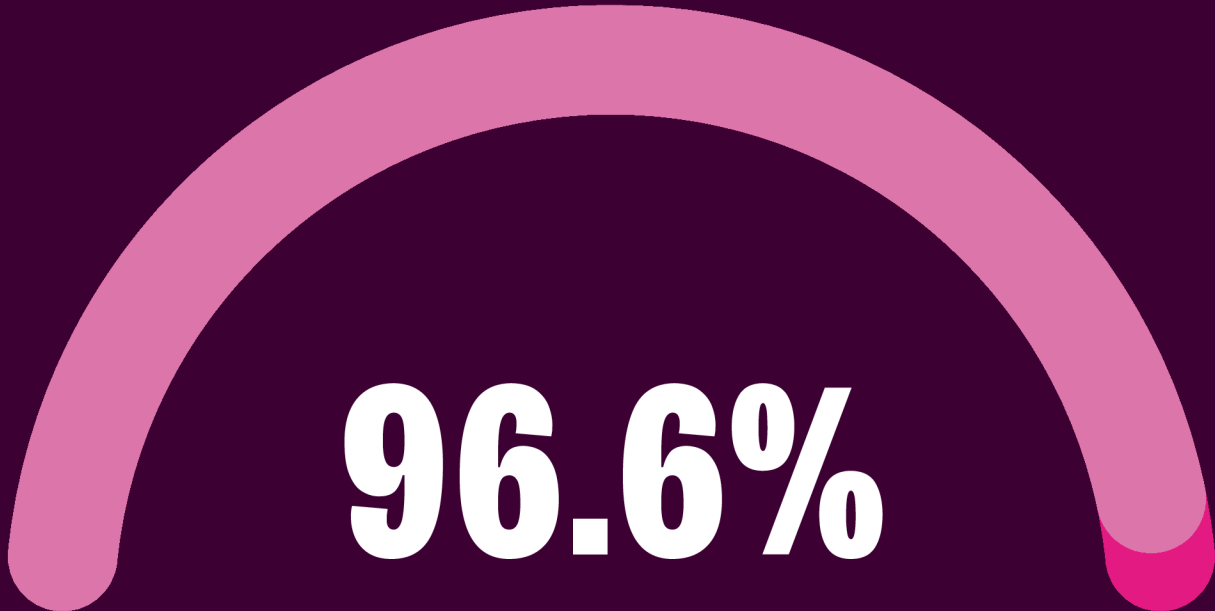
College Nights are part of the accommodation package across five colleges, giving students one meal a week at Piazza Restaurant - and your feedback helps shape how it runs.

Thank you to everyone who took part.



# Key stats

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would recommend to a first year



97.8% would happily choose the same option again

# What You Love

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- College Nights are a great opportunity to **socialise** and connect with flatmates
- **Friendly, helpful staff** - especially around dietary requirements
- **Themed nights** (e.g., Christmas and Mexican) are popular highlights

# Where You'd Like Improvements

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- **More variety** in vegetarian, vegan and gluten-free options
- **Clearer labelling** of deserts to help you choose more easily
- **Advanced menu information** for better planning

# Meals in Advance

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This year, **29** students shared their feedback about Meals in Advance - a **slight decrease** from **34** responses last year.

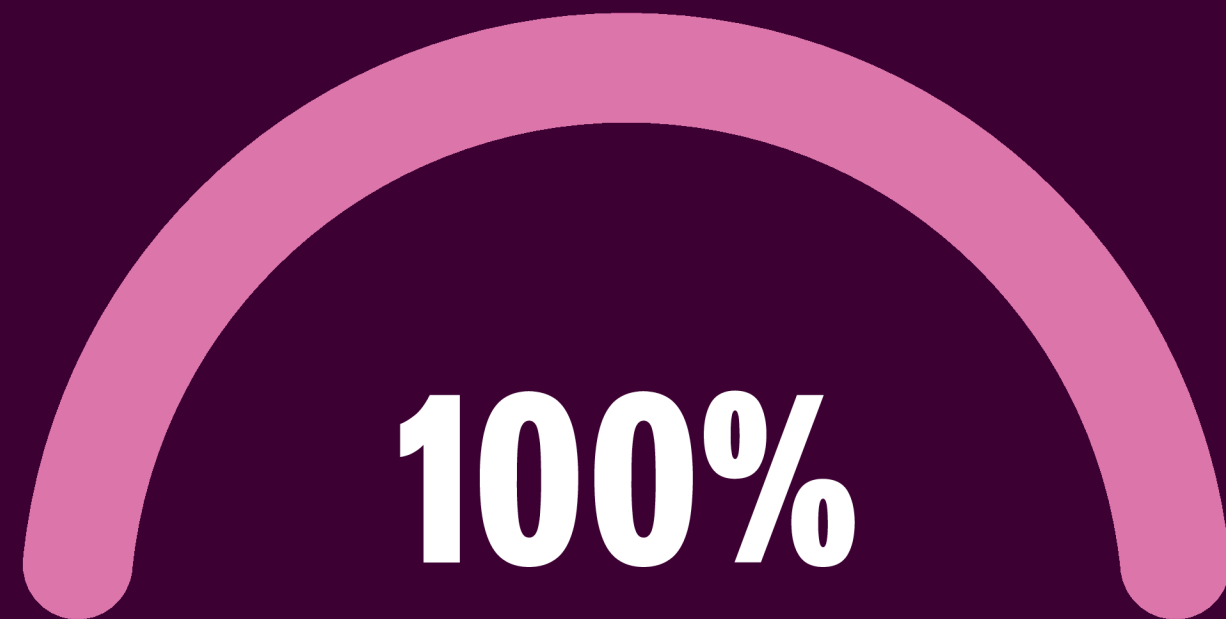
Meals in Advance allows students to pre-book meals to collect later, helping to fit food around busy schedules. Your feedback helps shape how we improve the service each year.

Thank you to everyone who took part.

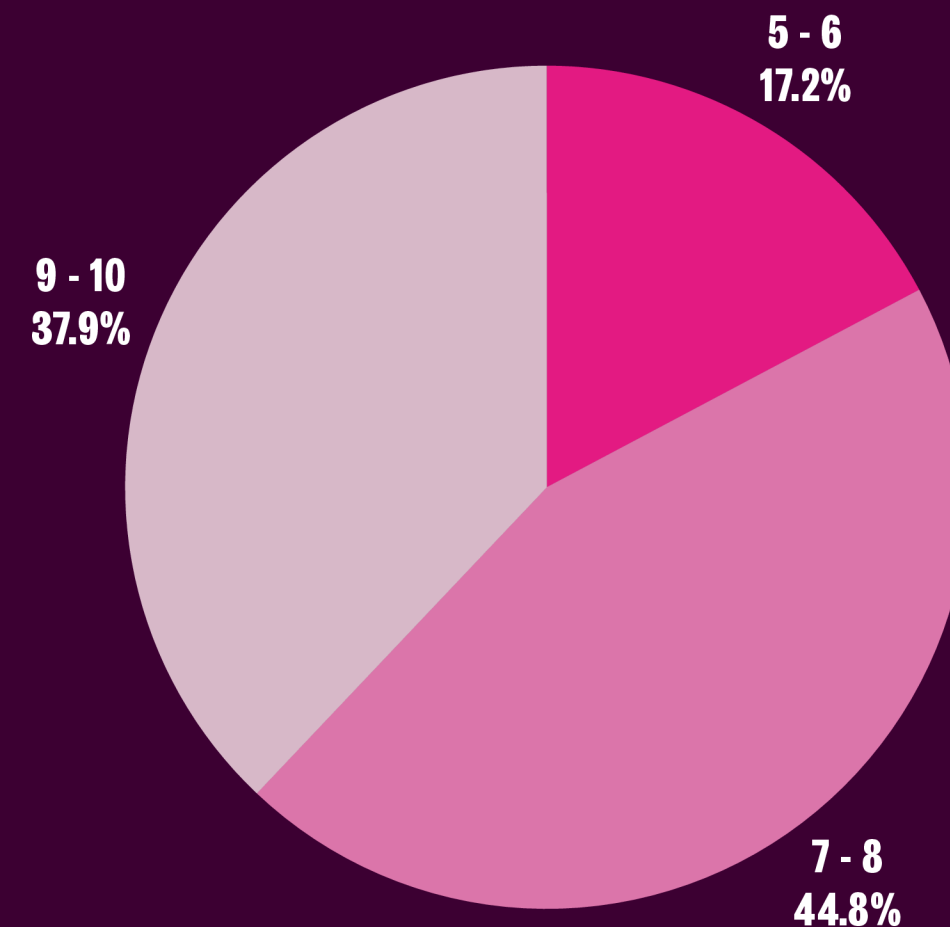


# Key stats

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would recommend to a first year



Two-thirds of students rated value for money 8/10 or higher

# What You Love

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- The convenience of being able to collect food around **busy timetables**
- **Friendly and helpful** staff
- Having a **hot meal option** available without needing to cook

# Where You'd Like Improvements

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- **More menu variety**, particularly vegetarian and vegan options
- Clearer information about what meals are **available in advance**
- **Easier** email sign up

# You Said, We Did

Here's all the changes we're making  
based on your feedback



# Here's what you said about Derwent Dining, Roger Kirk Centre Galleria and Vanburgh Dining and the **changes we are making**.

## You Said

## We Did

<p>Breakfast options felt limited and repetitive, with not enough variety compared to dinner. You asked for more choice, including continental options, pastries, and occasional items like waffles or crepes, to keep things more interesting.</p>	<p>We've introduced <b>more variety</b> to breakfast across the week, including <b>additional options</b> on Tuesdays and Thursdays, along with granola bars, pastries and continental choices.</p>
<p>The 5-item limit at breakfast didn't feel like enough for a full meal. Many of you asked for a higher allowance, or flexibility to include items like fruit alongside your choices.</p>	<p>We've <b>increased</b> the breakfast allowance from 5 items to 6, giving you <b>more flexibility and choice</b> each morning.</p>
<p>Jacket potato meals didn't feel as filling as other options, especially as you couldn't pair them with a proper side. Many of you felt this left you with a smaller portion, particularly if you arrived later in service.</p>	<p>You can now choose a jacket potato with a carb side and either hot vegetables or salad, giving you a <b>more balanced and filling meal</b>.</p>

**Here's what you said about Derwent Dining, Roger Kirk Centre Galleria and Vanburgh Dining and the **changes we are making.****

**You Said**

**We Did**

**You wanted more variety and flexibility at the salad bar, including fresher ingredients and the option to build a more substantial meal. Some of you also felt limited when trying to choose salad alongside other options.**

**You can now build your own salad as a main, choose a filling, and add hot vegetables, giving you more **flexibility** and making it easier to create a more **balanced, satisfying meal.****

**Menu options felt repetitive, with limited variety – particularly for vegetarian and vegan meals. Many of you wanted a wider range of choices and more frequent changes to keep things interesting.**

**We've **increased** the number of main meal options from 4 to 6 by introducing a daily-changing jacket potato filling and main salad filling, giving you **more variety and choice** each day.**

## Here's what you said about Piazza Restaurant and the changes we are making.

### You Said

### We Did

<p>Jacket potato meals didn't feel as filling as other options, especially as you couldn't pair them with a proper side. Many of you felt this left you with a smaller portion, particularly if you arrived later in service.</p>	<p>You can now choose a jacket potato with a carb side and either hot vegetables or salad, giving you a <b>more balanced</b> and <b>filling meal</b>.</p>
<p>You wanted more variety and flexibility at the salad bar, including fresher ingredients and the option to build a more substantial meal. Some of you also felt limited when trying to choose salad alongside other options.</p>	<p>You can now build your own <b>salad as a main</b>, choose a filling, and add hot vegetables, giving you more flexibility and making it easier to create a <b>more balanced, satisfying meal</b>.</p>
<p>Cold desserts weren't clearly labelled, making it difficult to know what flavours were available - especially later in service when hot desserts had run out. You asked for clearer labelling or inclusion in menus to help you choose more easily</p>	<p>We'll be introducing <b>clear labels</b> for all cold desserts, so you can easily see what's available and <b>make informed choices</b>.</p>
<p>Menu options felt repetitive, with limited variety – particularly for vegetarian and vegan meals. Many of you wanted a wider range of choices and more frequent changes to keep things interesting.</p>	<p>We've <b>increased</b> the number of main meal options from <b>4 to 6</b> by introducing a weekly-changing jacket potato filling and main salad filling, giving you <b>more variety and choice</b> each day.</p>

## Here's what you said about our Menu Emailers and the changes we are making.

### You Said

### We Did

<p>Signing up for menu emails was confusing and hard to find. Some of you weren't receiving emails even after signing up, and others had to try multiple times. It also wasn't clear where to access the sign-up link, making it difficult for you and your flatmates to get involved.</p>	<p>We've made the sign-up process <b>clearer and easier</b> to access. There's now a <b>direct link</b> to the form (no scrolling needed), along with <b>clearer instructions</b> to help you complete and confirm your subscription so you don't miss out on menu updates.</p>
<p>Menu emails were arriving too late in the week, making it difficult to plan ahead - especially for Monday meals. Many of you asked for menus to be sent earlier, such as over the weekend, so you have more time to decide your plans.</p>	<p>We're now scheduling menu emails to be sent on <b>Sundays at 9am</b>, giving you more time to plan ahead. While this isn't always possible due to last-minute menu changes, we'll aim to send them earlier wherever we can.</p>
<p>It wasn't clear which menu items were halal. You asked for clearer labelling in emails, such as marking which dishes are halal or not, to help you make informed choices more easily</p>	<p>We've made it easier to access halal-specific information by introducing a <b>dedicated halal menu email</b> sign-up, which you can now register for online.</p>

# Summary

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**Across all three catering services, your feedback highlights a strong foundation: welcoming staff, valued social spaces and services that support busy student life.**

**We're using this feedback to shape our priorities for the year ahead, and we'll continue reviewing improvements across all catering services.**

**Thank you** again for helping us improve your experience.