Portsmouth University Catering Provision Survey

February 2007

the russell partnership

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1. Executive Summary

The response from the staff demonstrates a real interest in the provision of future staff catering facilities at the university. There was a 66% response rate (1060 responses from 1600 staff) which is high, although the use of email and an incentive prize probably assisted in this.

61% of the respondents are female and 39% male. 82% are full time staff, with 18% working part time. The majority, 72% work on the Central campus, with 15% located on the North Campus and 12% on the South Campus. The higher proportion of female respondents suggests that a greater percentage of administrative staff responded than academics.

Most of the respondents (71%) currently purchase a meal or snacks and drinks during the working day at least once a week, with 25% making such a purchase every day.

However, nearly 50% bring their food to work from home, while 39% buy from a shop and 11% eat and drink in a catering outlet, on or off campus.

Over 53% of respondents thought it important that a place be provided for staff to take refreshments away from students, while only 16% said that it was important to have somewhere to take refreshments with students.

More than 70% thought that a new catering facility should provide hot food as well as snacks and drinks, but only 30% considered that it should be licensed to sell beers, wines and spirits in the evenings. However, there are good examples within the HE sector where the sales of wine and bottled beers in the evening works in the right location and the early evening footfall around Building One would need to be assessed

Around 60% of respondents thought that a separate staff catering outlet would still be necessary, even if a café bar serving both staff and students were to be provided.

The location of the proposed facility is clearly an issue with staff, as over 50% would use such an outlet infrequently or not at all if it were located on a different campus from the one where they work. Over 50% of respondents said that a separate staff catering facility should be provided on the South/Central Campus, while 40% were in favour of two small facilities, one on the North Campus and one on the South/Central Campus.

In the comments section of the survey, the following points were each made by several respondents:

- A new catering facility should provide a place where staff can relax and converse with colleagues, with comfortable seating.
- Prices are a key issue and the word ‘reasonable’ was used many times in this context.
- The staff catering facility should be open during vacations.

- Café Parisien and the Nuffield Centre were mentioned several times as examples of good catering provision.
- Staff should be able to consume the food and drink they bring from home or buy in a shop in the new facility.
- 'Healthy' and vegetarian food options should be available.

Our recommendation is to design a staff facility adjoining a student facility, utilising the same servery / cooking points and till points, which is flexible in design and which will allow for an integrated operation in the future. A modern contemporary design would encourage use through out the day.

2. Introduction

Following the Russell Partnership's presentation of the catering strategy to the University of Portsmouth in November 2006, it became clear that the future layout and catering offer of Building One required a more detailed review, firstly in light of the planning application refusal, and secondly because of a perceived need for a dedicated staff facility on the North Campus.

The University asked the Russell Partnership to research the views of the staff via an email questionnaire, which was sent out in late January.

The objectives of the review were to:

- Determine the need for a staff facility
- Identify the optimum location by Campus for such a facility
- Establish the propensity of staff to use the facility

3. Survey Form

University of Portsmouth

Staff Catering Provision Survey

The purpose of this survey is to determine if a new staff catering facility is needed, separate from student areas, and if so, where it would best be located. A staff facility was planned for Building 1 (near Anglesea on the North campus), but as colleagues will know we have failed to obtain planning permission for Building 1. Alternative arrangements are therefore being considered.

To help us investigate the need for staff facilities we would be very grateful if you could answer the following questions which are designed to determine current patterns of behaviour and future needs. By participating you will help shape the provision of staff catering facilities at the University for many years to come.

Closing date 16th February 2007

Please state your gender

- ☐ Male
- ☐ Female

Is your position at the university

- ☐ Full-time?
- ☐ Part-time?

Where are you normally located at the university?

- ☐ North Campus
- ☐ South Campus
- ☐ Central Campus
- ☐ Langstone

How often, on average, do you purchase a meal, snacks and/or drinks during the working day?

- ☐ Once a week
- ☐ Two or three times a week
- ☐ Every day
- ☐ Very infrequently
- ☐ Never

When you consume meals, snacks or drinks during the working day, do you usually

- ☐ bring your own food and drinks from home?
- ☐ buy your food and drinks from a shop outside the university?
- ☐ buy your food and drinks from a university outlet on campus?
- ☐ eat and drink in an off campus outlet (e.g. a café, refectory, restaurant or bar)
- ☐ eat and drink in an outlet on campus (e.g. a café, refectory, restaurant or bar)?

Indicate how important each of the following facilities would be to you, if it were provided on campus, where '1' is not important at all and '5' is extremely important.

A place to take refreshments with guests, where no students are present

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

A place to take refreshments with students

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

That such a facility should serve hot food, as well as snacks and drinks

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

That such a facility be licensed to sell beers, wines and spirits in the evenings

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

The alternative to a separate staff facility would be a modern, contemporary café bar, serving both staff and students in the same areas. Bearing that in mind, do you think that a staff catering facility, separate from those serving students, is necessary?

- ☐ Yes
- ☐ No

If a separate staff catering facility were to be built, should it be located on the North or the South/Central campus?

- ☐ North campus
- ☐ South/Central campus
- ☐ Two smaller facilities, one on each campus

If the proposed facility were built on a different campus from your usual location, would you use it?

- ☐ regularly?
- ☐ occasionally?
- ☐ infrequently?
- ☐ not at all?

Please add any comments you would like to make

If you would like to enter the draw for a chance to win an iPod nano, worth over £100, please enter your email address.

Thank you for completing this survey!

Click here to finish

4. Summary

4.1 Status

- 1060 responses were received.
- 61% female respondents, 39% male
- 83% full-time, 17% part-time
- 72% Central campus, 15% North campus, 12% South campus, 1% Langstone

4.2 Current behaviour

- Over 45% of respondents currently purchase food or drinks during the working day at least twice a week, while about 30% do not make such purchases or only do so infrequently.
- About 50% of respondents bring their own food and drink from home and only 11% currently buy food and drinks from a university outlet or eat and drink in an on-campus outlet.

4.3 Perception

- More than 70% or respondents think it is relatively important to have a place to take guests for refreshments where there are no students.
- More than 60% think it is relatively unimportant to have a place to take refreshments with students.
- More than 70% consider it to be relatively important that the facility would serve hot food.
- About 60% consider it unimportant that the facility has a licence to serve beers, wines and spirits in the evenings.
- About 60% think a separate staff facility would be necessary, even if a staff/student facility was available.
- About 50% think the facility should be on the South/Central campus and roughly 40% would prefer two smaller facilities, one on each campus.
- About 50% of respondents say that they would use the facility only infrequently or not at all if it were built on a different campus from their own location.

4.4 Cross referencing

1. Gender vs A place for refreshments with guests

There are no significant differences between the responses from female respondents and those from male respondents

2. Gender vs A place for refreshments with students

There was a slight preference for this amongst male respondents, compared to female respondents. The preference showed most clearly at the number '4' response level (from '1' – not important, to '5' very important).

3. Gender vs the facility should serve hot food

This criterion was slightly more important amongst female staff.

4. Gender vs A licence to serve beers, wines and spirits in the evenings

There was no significant difference in responses from male and female staff.

5. Location vs Where do you obtain the food and drink you consume during the working day?

A significantly higher percentage of respondents on the Central campus buy their food from off-campus shops than those on the North or South campuses. About twice the percentage of respondents on the North and South campuses eat or drink in an off-campus outlet as do those on the Central campus.

6. Location vs Alternative café bar for staff and students

There was no significant difference in the responses from respondents on the different campuses.

7. Location vs Where should the new facility be built?

A majority of respondents want the new facility to be built on, or near to, their own location. If not, they would prefer two smaller facilities, one on each campus.

8. Gender vs Frequency of use if the facility was located on a different campus from the user.

There were no significant differences between responses from male and female respondents.

5. Categorisation of comments

A table of comments from respondents is attached as a spreadsheet file (Comments.xls). The comments have been coded into 13 categories and a total for the number of comments in each group is given at the foot of the relevant column. Comments in the same group can be viewed together by using the 'Sort' function on the appropriate code column. Please note that many comments are coded into more than one category.

The coding categories are:

Nuffield – Several respondents made reference to a previous facility and a sufficient number did this to warrant their own category. Most of these comments praise the old Nuffield facility.

Bring/buy – Many respondents thought it important that staff should have somewhere to prepare and eat their own food in a new facility.

Image – Several respondents referred to the effect current facilities have, or the effect the new facility should have on third parties**.**

Quality – The quality and range of products on offer in the new facility were of concern to many respondents.

Location – The main survey result made it clear that location was an important factor in whether respondents would use a new facility. The comments largely reinforce this.

Students/staff – The majority of the comments in this category refer to the need for a separate facility for staff.

Food – Comments on the style and provision (or not) of food in the new facility. Many refer to the quality of current services.

Price – Many respondents are concerned about value for money.

Comfort – comments on atmosphere, ambience, seating and noise levels in current facilities and the need to improve on these.

Bar – Comments on the provision of a bar seem to refer more to the social aspect, rather than the availability of alcohol.

Social/privacy – Many respondents seem to be concerned about a current perceived lack of social space in which to meet colleagues, especially away from students.

Times and speed of service – some respondents are concerned that they are not currently served in the current facilities in the short time they have available.

Competition – This category notes specific outlets mentioned by respondents.

Prize draw

A list of email addresses from those staff members who wished to be included in the prize draw is attached (Prizelist.doc).

6. Results and analyses of results

Analysis 1

Please state your gender

	Number	Percent	95% CI
Male	408	38,6 %	± 3,0 %
Female	649	61,4 %	± 3,0 %
Total	1057	100,0 %	

Missing Cases = 3
Response Percent = 99,7 %

Analysis 2

Is your position at the university	Number	Percent	95% CI
Full-time?	875	82,9 %	± 2,3 %
Part-time?	181	17,1 %	± 2,3 %
Total	1056	100,0 %	

Missing Cases = 4
Response Percent = 99,6 %

Analysis 3

Where are you normally located at the university?

	Number	Percent	95% CI
North Campus	155	15,1 %	± 2,2 %
South Campus	126	12,3 %	± 2,0 %
Central Campus	738	71,9 %	± 2,8 %
Langstone	7	0,7 %	± 0,7 %
Total	1026	100,0 %	

Missing Cases = 34
Response Percent = 96,8 %

Analysis 4

How often, on average, do you purchase a meal, snacks and/or drinks during the working day?

	Number	Percent	95% CI
Once a week	139	13,2 %	± 2,1 %
Two or three times a week	351	33,3 %	± 2,9 %
Every day	260	24,7 %	± 2,7 %
Very infrequently	230	21,8 %	± 2,5 %
Never	74	7,0 %	± 1,6 %
Total	1054	100,0 %	

Missing Cases = 6
Response Percent = 99,4 %

Analysis 5

When you consume meals, snacks or drinks during the working day, do you usually

	Number	Percent	95% CI
bring your own food and drinks from home?	521	49,4 %	± 3,1 %
buy your food and drinks from a shop outside the university?	317	30,1 %	± 2,8 %
buy your food and drinks from a university outlet on campus?	97	9,2 %	± 1,8 %
eat and drink in an off campus outlet (e.g. a café, refectory, restaurant or bar)?	94	8,9 %	± 1,8 %
eat and drink in an outlet on campus (e.g. a café, refectory, restaurant or bar)?	25	2,4 %	± 1,0 %
Total	1054	100,0 %	

Missing Cases = 6
Response Percent = 99,4%

Analysis 6

Indicate how important each of the following facilities would be to you, if it were provided on campus, where '1' is not important at all and '5' is extremely important.

A place to take refreshments with guests, where no students are present

	Number	Percent	95% CI
1 Not important	164	15,5 %	± 2,2 %
2	103	9,8 %	± 1,9 %
3	234	22,2 %	± 2,6 %
4	248	23,5 %	± 2,6 %
5 Very important	306	29,0 %	± 2,8 %
Total	1055	100,0 %	

Missing Cases = 5
Response Percent = 99,5 %

Analysis 7

Indicate how important each of the following facilities would be to you, if it were provided on campus, where '1' is not important at all and '5' is extremely important.

A place to take refreshments with students

	Number	Percent	95% CI
1 Not important	430	41,1 %	± 3,0 %
2	200	19,1 %	± 2,4 %
3	247	23,6 %	± 2,6 %
4	91	8,7 %	± 1,8 %
5 Very important	78	7,5 %	± 1,6 %
Total	1046	100,0 %	

Missing Cases = 14
Response Percent = 98,7 %

Analysis 8

Indicate how important each of the following facilities would be to you, if it were provided on campus, where '1' is not important at all and '5' is extremely important.

That such a facility should serve hot food, as well as snacks and drinks

	Number	Percent	95% CI
1 Not important	80	7,6 %	± 1,7 %
2	50	4,8 %	± 1,4 %
3	163	15,5 %	± 2,2 %
4	281	26,7 %	± 2,7 %
5 Very important	477	45,4 %	± 3,1 %
Total	1051	100,0 %	

Missing Cases = 9
Response Percent = 99,2 %

Analysis 9

Indicate how important each of the following facilities would be to you, if it were provided on campus, where '1' is not important at all and '5' is extremely important.

That such a facility be licensed to sell beers, wines and spirits in the evenings.

	Number	Percent	95% CI
1 Not important	376	35,7 %	± 2,9 %
2	127	12,0 %	± 2,0 %
3	240	22,8 %	± 2,6 %
4	133	12,6 %	± 2,1 %
5 Very important	178	16,9 %	± 2,3 %
Total	1054	100,0 %	

Missing Cases = 6
Response Percent = 99,4 %

Analysis 10

The alternative to a separate staff facility would be a modern, contemporary café bar, serving both staff and students in the same areas. Bearing that in mind, do you think that a staff catering facility, separate from those serving students, is necessary?

	Number	Percent	95% CI
Yes	616	58,9 %	± 3,0 %
No	429	41,1 %	± 3,0 %
Total	1045	100,0 %	

Missing Cases = 15
Response Percent = 98,6 %

Analysis 11

If a separate staff catering facility were to be built, should it be located on the North or the South/Central campus?

	Number	Percent	95% CI
North campus	75	7,3 %	± 1,6 %
South/Central campus	536	52,3 %	± 3,1 %
Two smaller facilities, one on each campus	413	40,3 %	± 3,0 %
Total	1024	100,0 %	

Missing Cases = 36
Response Percent = 96,6 %

Analysis 12

If the proposed facility were built on a different campus from your usual location, would you use it

	Number	Percent	95% CI
regularly?	108	10,3 %	± 1,9 %
occasionally?	362	34,4 %	± 2,9 %
infrequently?	302	28,7 %	± 2,8 %
not at all?	279	26,5 %	± 2,7 %
Total	1051	100,0 %	

Missing Cases = 9
Response Percent = 99,2 %

Analysis 13

Crosstabs: Gender - By -

Number Row % Col % Total %	A place to take refreshments with guests, where no students are present Not important 1	2	3	4	Very important 5	Totals
F=Female	88 13,6% 53,7% 8,4%	63 9,7% 62,4% 6,0%	151 23,3% 64,8% 14,4%	160 24,7% 64,5% 15,2%	185 28,6% 60,5% 17,6%	647 61,5%
M=Male	76 18,8% 46,3% 7,2%	38 9,4% 37,6% 3,6%	82 20,2% 35,2% 7,8%	88 21,7% 35,5% 8,4%	121 29,9% 39,5% 11,5%	405 38,5%
Totals	164 15,6%	101 9,6%	233 22,1%	248 23,6%	306 29,1%	1052 100,0%

Chi-Square = 6,46
Degrees Of Freedom = 4
Probability Of Chance =0,167

Valid Cases = 1052
Missing Cases = 8
Response Rate = 99,2%

Analysis 14

Crosstabs: Gender - By -

Number Row % Col % Total %	A place to take refreshments with students 1 1	2 2	3 3	4 4	5 5	Totals
F=Female	274 42,7% 63,7% 26,3%	124 19,3% 62,3% 11,9%	155 24,1% 62,8% 14,9%	41 6,4% 45,6% 3,9%	48 7,5% 62,3% 4,6%	642 61,6%
M=Male	156 38,9% 36,3% 15,0%	75 18,7% 37,7% 7,2%	92 22,9% 37,2% 8,8%	49 12,2% 54,4% 4,7%	29 7,2% 37,7% 2,8%	401 38,4%
Totals	430 41,2%	199 19,1%	247 23,7%	90 8,6%	77 7,4%	1043 100,0%

Chi-Square = 10,81
Degrees Of Freedom = 4
Probability Of Chance =0,029

Valid Cases = 1043
Missing Cases = 17
Response Rate = 98,4%

Analysis 15

Crosstabs: Gender - By –

Number Row % Col % Total %	That such a facility should serve hot food, as well as snacks and drinks 1 1	2 2	3 3	4 4	5 5	Totals
F=Female	36 5,6% 45,0% 3,4%	29 4,5% 59,2% 2,8%	111 17,2% 68,5% 10,6%	175 27,1% 62,5% 16,7%	294 45,6% 61,6% 28,1%	645 61,5%
M=Male	44 10,9% 55,0% 4,2%	20 5,0% 40,8% 1,9%	51 12,7% 31,5% 4,9%	105 26,1% 37,5% 10,0%	183 45,4% 38,4% 17,5%	403 38,5%
Totals	80 7,6%	49 4,7%	162 15,5%	280 26,7%	477 45,5%	1048 100,0%

Chi-Square = 12,81
Degrees Of Freedom = 4
Probability Of Chance =0,012

Valid Cases = 1048
Missing Cases = 12
Response Rate = 98,9%

Analysis 16

Crosstabs: Gender - By -

Number Row % Col % Total %	That such a facility be licensed to sell beers, wines and spirits in the evenings 1 1	2 2	3 3	4 4	5 5	Totals
F=Female	215 33,3% 57,3% 20,5%	79 12,2% 62,7% 7,5%	158 24,5% 65,8% 15,0%	79 12,2% 59,4% 7,5%	114 17,7% 64,4% 10,8%	645 61,4%
M=Male	160 39,4% 42,7% 15,2%	47 11,6% 37,3% 4,5%	82 20,2% 34,2% 7,8%	54 13,3% 40,6% 5,1%	63 15,5% 35,6% 6,0%	406 38,6%
Totals	375 35,7%	126 12,0%	240 22,8%	133 12,7%	177 16,8%	1051 100,0%

Chi-Square = 5,59
Degrees Of Freedom = 4
Probability Of Chance =0,232

Valid Cases = 1051
Missing Cases = 9
Response Rate = 99,2%

Analysis 17

Crosstabs: Location - By –

Number Row % Col % Total %	When you consume meals, snacks or drinks during the working day, do you usually bring your own food and drinks from home? A	buy your food and drinks from a shop outside the university? B	buy your food and drinks from a university outlet on campus? C	eat and drink in an off campus outlet (e.g. a café, refectory, restaurant or bar) D	eat and drink in an outlet on campus (e.g. a café, refectory, restaurant or bar)? E	Totals
C=Central camp...	354 48,0% 70,8% 34,6%	247 33,5% 78,9% 24,1%	56 7,6% 59,6% 5,5%	63 8,5% 69,2% 6,2%	17 2,3% 68,0% 1,7%	737 72,0%
L=Langstone	4 57,1% 0,8% 0,4%	1 14,3% 0,3% 0,1%	0 0,0% 0,0% 0,0%	1 14,3% 1,1% 0,1%	1 14,3% 4,0% 0,1%	7 0,7%
N=North campus	79 51,3% 15,8% 7,7%	32 20,8% 10,2% 3,1%	21 13,6% 22,3% 2,1%	19 12,3% 20,9% 1,9%	3 1,9% 12,0% 0,3%	154 15,1%
S=South Campus	63 50,4% 12,6% 6,2%	33 26,4% 10,5% 3,2%	17 13,6% 18,1% 1,7%	8 6,4% 8,8% 0,8%	4 3,2% 16,0% 0,4%	125 12,2%
Totals	500 48,9%	313 30,6%	94 9,2%	91 8,9%	25 2,4%	1023 100,0%

Chi-Square = 25,09
Caution: 7 cells (35%) E<5
Probability (df=12) = 0,014

Valid Cases = 1023
Missing Cases = 37
Response Rate = 96,5%

Percent
40
30
20
10
0
Central
Langstone
North
South
bring your own food and drinks from home?
buy your food and drinks from a shop outside the university?
buy your food and drinks from a university outlet on campus?
eat and drink in an off campus outlet (e.g. a câfé, refectory, restaurant or bar
eat and drink in an outlet on campus (e.g. a câfé, refectory, restaurant or bar)

Analysis 18

Crosstabs: Location - By –

The alternative to a separate staff facility would be a modern, contemporary câfé bar, serving both staff and students in the same areas. Bearing that in mind, do you think that a staff catering facility, separate from those serving students, is necessary?

Number
Row %
Col %
Total %

	No N	Yes Y	Totals
C=Central camp...	311 42,7% 74,6% 30,6%	418 57,3% 69,9% 41,2%	729 71,8%
L=Langstone	4 57,1% 1,0% 0,4%	3 42,9% 0,5% 0,3%	7 0,7%
N=North campus	55 35,9% 13,2% 5,4%	98 64,1% 16,4% 9,7%	153 15,1%
S=South Campus	47 37,3% 11,3% 4,6%	79 62,7% 13,2% 7,8%	126 12,4%
Totals	417 41,1%	598 58,9%	1015 100,0%

Chi-Square = 3,91
Caution: 2 cells (25%) E<5
Probability (df=3) = 0,272

Valid Cases = 1015
Missing Cases = 45
Response Rate = 95,8%

50
40
30
20
10
0
Percent
Central
Langstone
North
South
No
Yes

Analysis 19

Crosstabs: Location - By –

Number Row % Col % Total %	If a separate staff catering facility were to be built, should it be located on the North or the South/Central campus?			
	Two smaller facilities, one on each campus B	North campus N	South/Central campus S	Totals
C=Central camp...	272 37,7% 67,8% 27,1%	12 1,7% 16,4% 1,2%	438 60,7% 82,5% 43,6%	722 71,8%
L=Langstone	5 71,4% 1,2% 0,5%	0 0,0% 0,0% 0,0%	2 28,6% 0,4% 0,2%	7 0,7%
N=North campus	73 48,0% 18,2% 7,3%	59 38,8% 80,8% 5,9%	20 13,2% 3,8% 2,0%	152 15,1%
S=South Campus	51 41,1% 12,7% 5,1%	2 1,6% 2,7% 0,2%	71 57,3% 13,4% 7,1%	124 12,3%
Totals	401 39,9%	73 7,3%	531 52,8%	1005 100,0%

Chi-Square = 305,58
Caution: 3 cells (25%) E<5
Probability (df=6) = 0,000

Valid Cases = 1005
Missing Cases = 55
Response Rate = 94,8%

50
40
30
20
10
0
Percent
Central
Langstone
North
South
Two smaller facilities, one on each campus
North campus
South/Central campus

Analysis 20

Crosstabs: Gender - By –

		If the proposed facility were built on a different campus from your usual location, would you use it?				
Number Row % Col % Total %		infrequently ?	not at all?	occasionally ?	regularly?	Totals
F=Female		182 28,3% 60,3% 17,4%	187 29,0% 67,8% 17,8%	215 33,4% 59,4% 20,5%	60 9,3% 55,6% 5,7%	644 61,5%
M=Male		120 29,7% 39,7% 11,5%	89 22,0% 32,2% 8,5%	147 36,4% 40,6% 14,0%	48 11,9% 44,4% 4,6%	404 38,5%
Totals		302 28,8%	276 26,3%	362 34,5%	108 10,3%	1048 100,0%

Chi-Square = 7,04
Degrees Of Freedom = 3
Probability Of Chance =0,071

Valid Cases = 1048
Missing Cases = 12
Response Rate = 98,9%

25
20
Percent
15
10
5
0
Female
Male
infrequently?
not at all?
occasionally?
regularly?