



University of East Anglia

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[REDACTED]

26 January 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-010)

We have now considered your request of 16 January 2017 for information relating to expenditure per head of customers visiting catering outlets.

Our response is on page 2 of this letter, together with a copy of your request.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-010)

I am carrying out a study as part of my university course regarding the spend per head of customers visiting university catering outlets.

In order to calculate and compare my findings, I am using the following formula.

The annual income of all retail catering outlets divided by the total number of registered students (including distance learning and overseas students) and staff.

Or alternatively if you do not wish to release this information could you instead carry out the previously stated calculation?

Our response is as follows:

Annual Income of all retail catering outlets	£2,740,653
Total number of registered students (FTE)	15,841
Total number of staff (headcount)	3,503

The annual income of all retail catering outlets divided by the total number of registered students (including distance learning and overseas students) and staff is £141.68.

Please note that any calculation of the 'spend per customer' in catering outlets located at UEA should take into account that first, catering outlets are open to the public as well as to staff and students, and second, that there are non-UEA owned catering outlets on campus run by the Student Union, the Sportspark facility, and INTO. These catering outlets are not included within our response.