

Benchmarking Report 2022

Data was provided by 68 institutions, although not all institutions responded to every question.

Covid-19 had a clear impact upon income across the sector since March 2020.

Total commercial income as reported by 49 institutions for 2020/21 was £638.5m. This equates to an average mean commercial income of £13.0m per institution and a median average of £10.6m.

Residential income constituted 84% of commercial income (previously 64% in 2018/19 figures), with 11% from catering activities (including catering within residences) – a reduction of 11 percentage points from 2018/19. 2% of income came from conferences (previously 7%) and 3% from sport (previously 5%).

Total residential income of £535.5m was reported for 2020/21 by 37 institutions. The average income was £14.5m.

Occupancy figures, which represent student headcount in beds during the contract period, are much lower than those recorded in 2018/19 where average occupancy was 95%. In 2020/21, 40 institutions reported data with an average occupancy at 81%.

Comparing the data to the 2018/19 figures for self-catered rooms (twin and double data not available) shows an increase of £16 a week in average rent for studio rooms and ensuite rooms and £5 for standard rooms. This represents an increase of 9%, 11% and 4% respectively.

New questions were added in 2020/21 to capture information around residence life programmes. On average, programmes were accessed by 47% of students (mean) and 43% of students (median) – although this ranged from 8% to 100% of students being engaged across the year.

The average cost per head of residence life programmes was £34 (mean) and £14 (median).

CUBO is the association for commercial and campus services professionals in higher and further education in the UK and Ireland, with a membership of 113 institutions and over 950 individuals. Amongst other areas, commercial and campus services include the residential portfolio, catering, hospitality, conferencing and events, retail, sport, residence life and soft facilities management.

Introduction

CUBO's benchmarking research is unique in the sector and is a means of sharing intelligence across multiple services with members and highlighting areas for further discussion in our wider programme. This is the third time a report has been compiled from data collected from CUBO member institutions and I am extremely pleased to see a continued growth in the number of members participating, up this year to 68 from 53.

The survey collects and analyses national data, providing universities with a useful benchmark for the operation of their campus services, covering statistics and pricing for accommodation and conferencing, along with some key metrics for catering, retail and sport. Due to increased member interest, this year we have added new question areas to cover residence life programmes and soft FM service areas such as cleaning, laundry, portering and security.

In response to member feedback, this year we also changed the way we capture the data, making it easier for members to share internally with relevant colleagues, and extending the time period of data collection. We are keen to continually evolve this research and would be grateful of further feedback and improvement ideas for future CUBO benchmarking research.

Full raw results are available to participating members who have opted to share their data, plus the opportunity to take part in round table discussions with our partner research agency, MEL Research Ltd.

Jo Hardman
CUBO Chair
Director of Commercial Services, Lancaster University

Setting the scene

The CUBO Benchmarking Report has not been published since 2019 - covering data from the 2018/19 academic year. Since then, higher education in the UK and Republic of Ireland has, like the rest of the world, been through the COVID-19 pandemic, which arrived in the UK in early 2020.

This data reflects much of what else has been written recently. In June 2021, the Irish Universities Association outlined expected combined reductions in commercial income in 2019/20 and 2020/21 across the IUA universities alone was projected to reach c. €270m¹. This was followed in July 2021 with analysis of HESA data by Times Higher Education, which suggested that most UK universities lost between a quarter and a half of their usual annual income from student and conference accommodation and catering as the Covid crisis hit in 2020.²

HESA suggested the introduction of the first Covid lockdowns in the UK in March 2020 saw many commercial income streams disrupted – in part as a result of accommodation refunds or waivers and the cancellation of conferences.

Furthermore, data from the Association of University Directors of Estates (AUDE) 2021 report highlights that whilst the 2019/20 academic year (which only experienced the full impact of COVID in the final few months) resulted in some spending decreases (e.g. energy) the result on accommodation and catering incomes was considerable:

One of the most serious impacts of Covid during the year was the impact it had on income in the residential sector. Residential income reduced significantly as institutions typically had to give refunds to students for a proportion of the year. The amount of this rebate varied between institutions, but typically it was a significant proportion of the third instalment of student rents. Catering income reduced practically to zero for the last quarter of the year.³

Whilst the above sources – particularly HESA – take a large-scale but relatively macro view, this CUBO Benchmarking report delves more deeply into specific aspects of commercial offers and how these compare across the sector.

That said, the general trend highlighted above is supported by our own research, which suggests a significant drop in occupancy rates even in 2020/21, with average occupancy being 81% and three quarters of institutions having an occupancy below 90%. For comparison, figures in 2018/19 showed that only 3 of 28 institutions (11%) who provided data had an occupancy of less than 90%.

Of course, both occupancy and accommodation more generally have been impacted by the pandemic. The rising cost of student accommodation has been highlighted elsewhere, not least by the NUS/Unipol Accommodation Costs Survey published in late 2021.⁴ As a single example, their analysis shows that, of a sub-set of 39 self-catered en-suite room providers, rents have increased by 23.9% between 2015/16 and 2021/22.

Our data is suggestive of a similar trend although across a shorter period of time, with rents for the same self-catered en-suite rooms rising from a weekly cost of £147 in 2018/19 to £163 in 2020/21. This marks an increase of approximately 11% in the average modal rent from institutions taking part in this benchmarking survey between this and the last wave. Looking at data collected from students themselves via the NatWest Student Living Index 2021, it was suggested the average student monthly rents across the UK have increased by 18.5% since 2020.

Overall, this report highlights many similar patterns in terms of income as have been provided both by industry associations and commentators, as well as by institutions themselves.

¹ https://www.iua.ie/wp-content/uploads/2021/09/IUA_Pre-Budget-Submission_2022_Supporting-National-Recovery_Final_June2021.pdf

² <https://www.hesa.ac.uk/data-and-analysis/finances/income>

³ AUDE Estates Management Report 2021 Executive Summary: <https://www.aude.ac.uk/news/publications/ems-report/>

⁴ https://www.unipol.org.uk/documents/publications/accommodationcostssurvey_2021.aspx

What do we mean by commercial income?

Commercial income in the context of higher education relates to services where there is a transaction taking place. It excludes income from undergraduate student tuition fees, post-graduate fees, executive education or training, as well as excluding research grants and direct commercial partnerships (e.g. income generated from spinning up companies or consultancy for instance).

It is important to note that not all institutions aim to make a profit. In many instances, institutions operate with the intention of breaking even – particularly on some specific offerings (e.g. sporting facilities, catering offers).

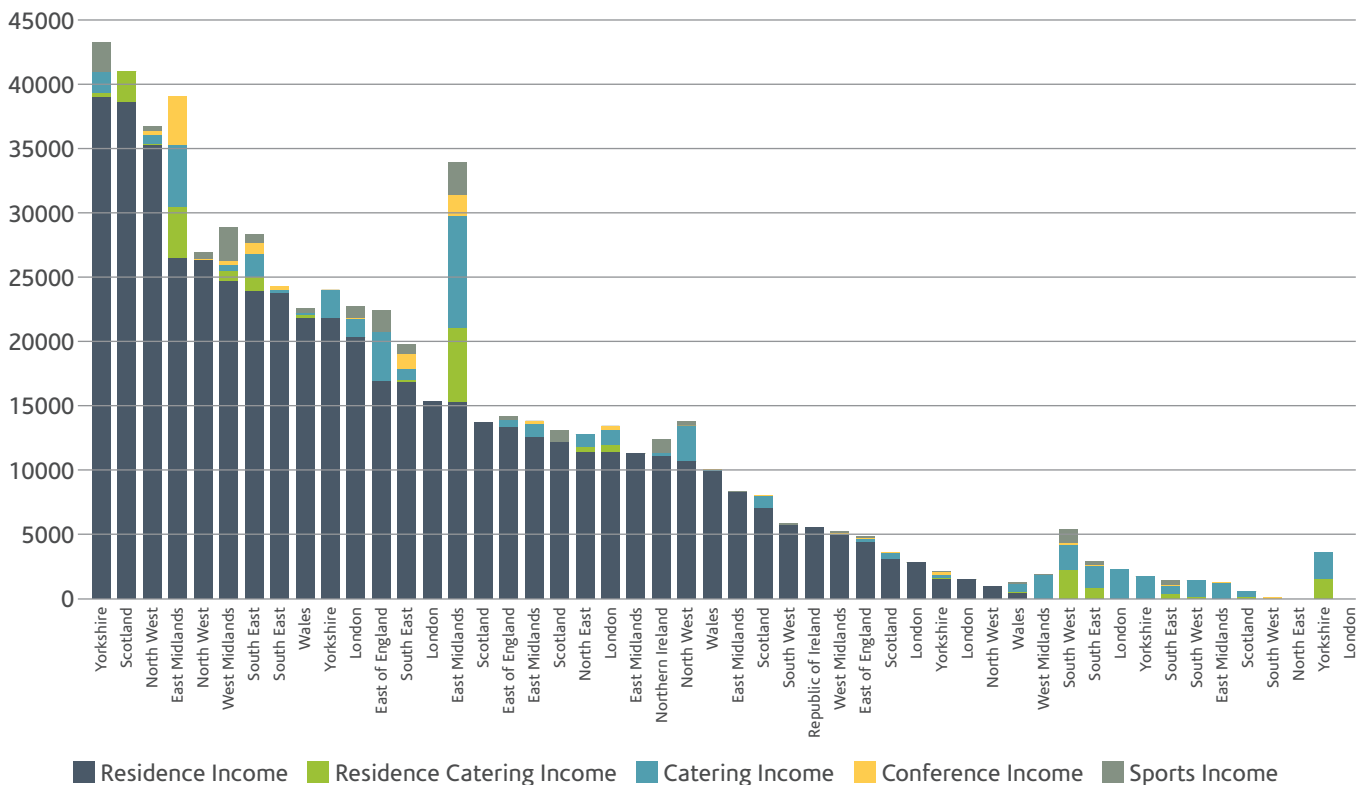
Analysis

Total Commercial Income

Total commercial income as reported by 49 institutions for 2020/21 was £638.5m. This equates to an average mean commercial income of £13.0m per institution and a median average of £10.6m. This is notably lower than the figures reported in 2018/19 with a total commercial income from 36 institutions of £835.9m and an average per institution of £23.2m. Many institutions however did identify a significant impact on commercial income from COVID-19.

Residential income constituted 84% of commercial income (previously 64% in 2018/19 figures), with 11% from catering activities (including catering within residences) – a reduction of 11 percentage points from 2018/19. 2% of income came from conferences (previously 7%) and 3% from sport (previously 5%).

Total Commercial Income by Type 2020/21 (£000)



The top ten institutions reported £330m of commercial income which equates to 52% of the total (a decrease from 57% in 2018/19). The top institution reported £43.7m and the second largest £41.5m.

Catering

Catering Income

Total catering income from the 37 institutions reporting their activities was £73.7m, although not all reported all aspects.

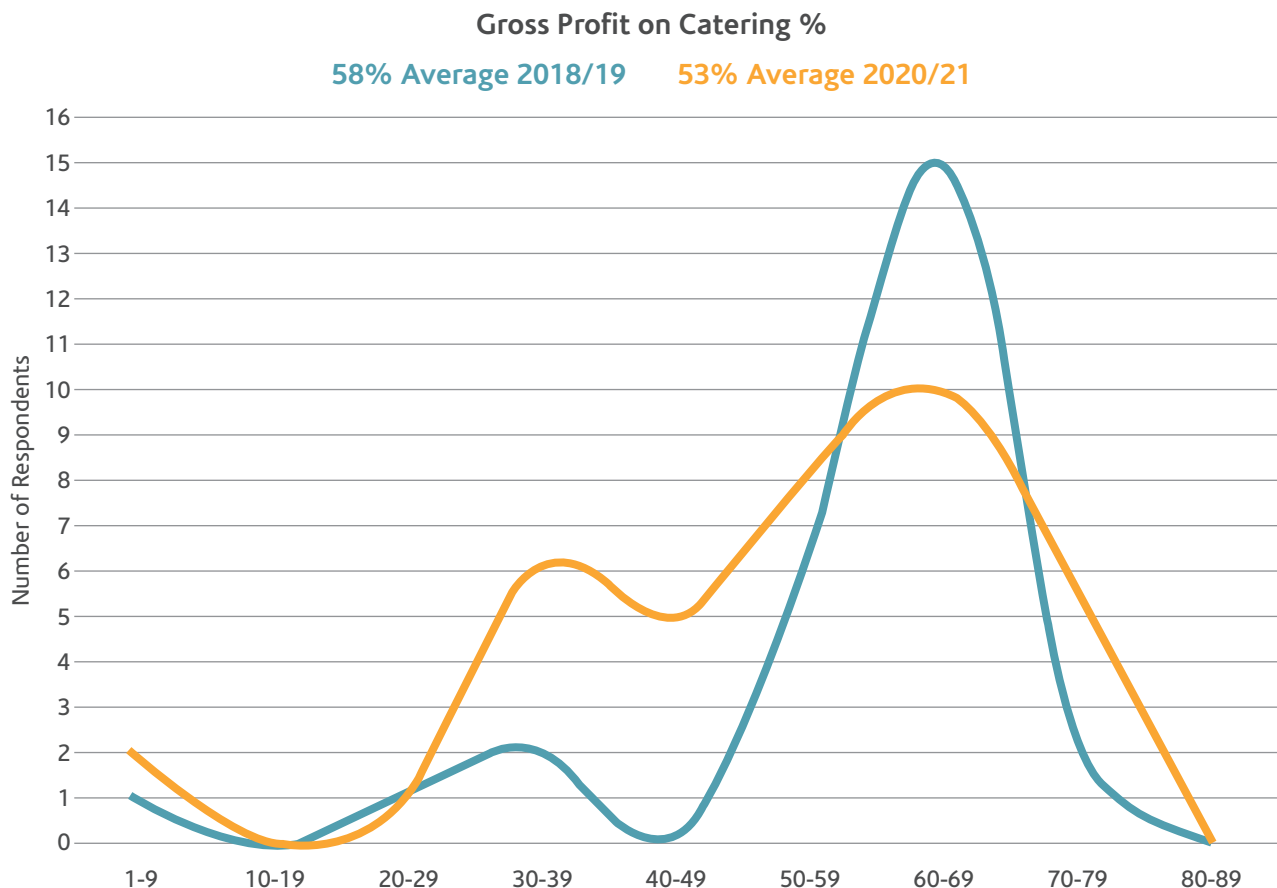
Catering income reported within residences was £21.7m or 29% of the total activity, with £52m of general or combined catering income representing 71%. Whilst the overall numbers are reduced, these proportions broadly follow figures in 2018/19 where residence catering totalled £39.7m or 19% of the total activity, with £168.8m of general or combined catering income representing 81% of the total.

Catering Profit

Catering Income

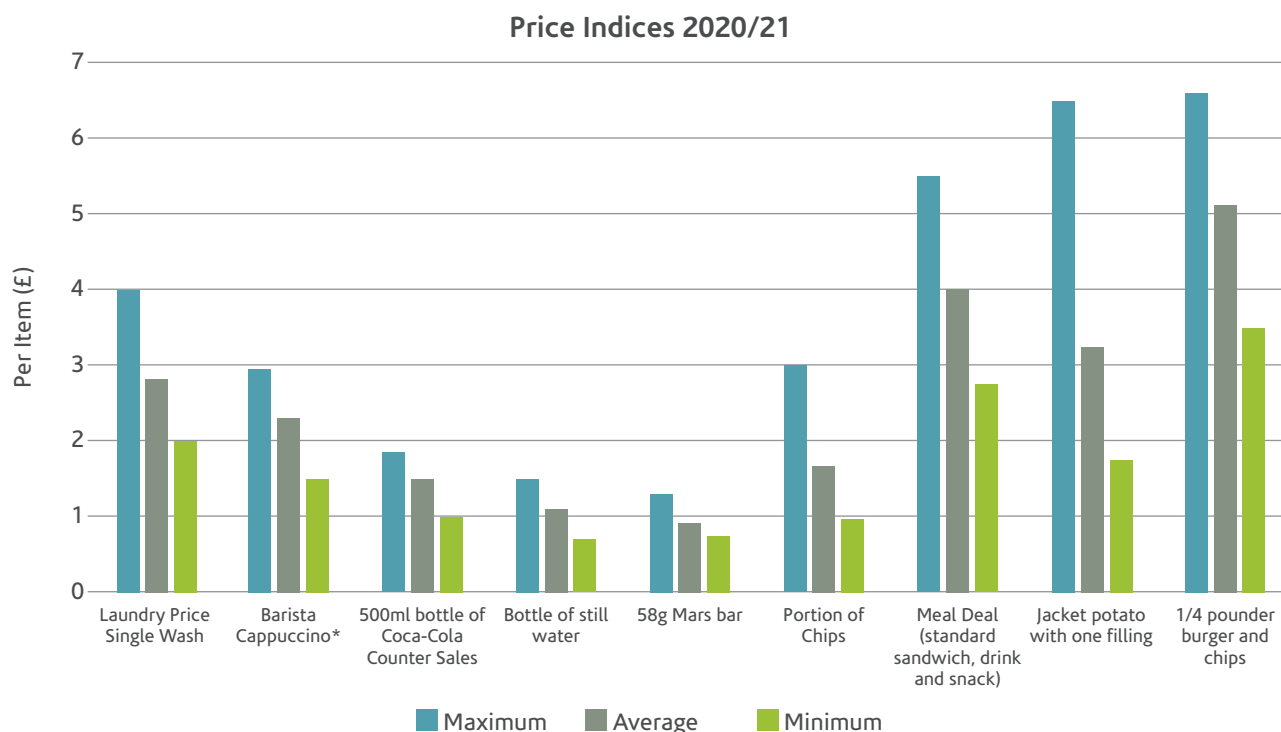
The average gross profit being achieved on catering activities in 2020/21 was 53%, lower than the 58% achieved in 2018/19.

Looking at the top 10 income generators in 2020/21 (whose income equates to 60% of the total), the gross margin being achieved in this group is 58%. The chart indicates that 18 of 36 institutions are making between 50% and 69% profit, with 10 institutions falling into this higher bracket.



Index of prices

An index of prices is provided below showing the average, minimum and maximum price charged for various items including a single laundry wash, a barista coffee, a 500ml bottle of coke, a bottle of still water, a Mars bar, a portion of chips, a standard meal deal, a jacket potato with one filling and a quarter pounder burger with chips.



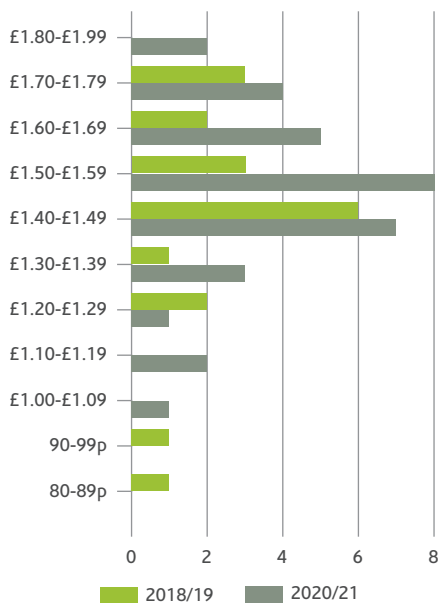
In some instances, where data allows, costs can be compared to 2018/19, indicating an incremental increase. We have included laundry in this section for this purpose also.

The average price of a single laundry wash was £2.70 in 2018/19, compared to £2.82 this year. A portion of chips was £1.55 in 2018/19 compared to £1.67 this year. These increases are likely due partly to inflation and partly due to different participants providing data.

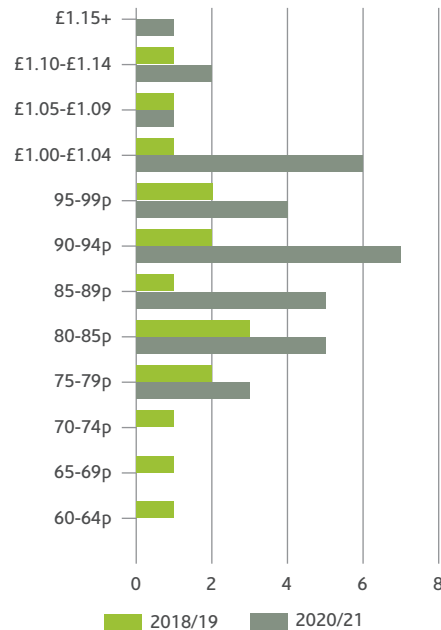
In the case of Coca-Cola and Mars Bars, these are standardised retail products. The chart below shows the distribution of prices, with previous years' data for comparison. Whilst the average price for Coca-Cola has remained the same, the range of pricing has altered from 80-89p to £1.70-79 (a range of 90p) to the 2020/21 range of £1.00-£1.09 to £1.80-£1.89. The range has tightened, from 90p to 80p, and the bottom of the range has risen by 20 pence – e.g. around 25% more expensive at its cheapest.

The same is true of Mars bars – the 2018 range being 54p starting at 60 pence, and the 2020/21 range being 40 pence (assuming £1.15 is a hard cut off) and starting at 75p. Again, the lowest price is 25% more expensive than it was in 2018/19.. Whilst the average price of Coca-Cola has remained the same since the 2018/19 at £1.49, the average price for Mars Bars has increased by 9% from £0.84 in 2018/19 to £0.92 this year.

**Coca Cola Price Distribution
2018/19 and 2020/21**

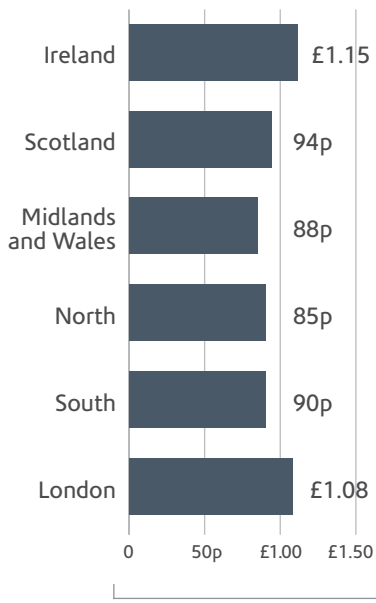


**Mars Bar Price Distribution
2018/19 and 2020/21**



The charts below show the cost of standardised products by region and institution type. The base size for these is small so data is for reference only. They show that Mars Bars range in price from the cheapest in the Midlands and Wales at £0.88, to the most expensive in Ireland at £1.15. A 500ml bottle of Coke was cheapest in London at £1.43 and most expensive in Ireland and the South at £1.53. A bottle of still water was cheapest in the Midlands and Wales at £1.04 and most expensive in Ireland at £1.20.

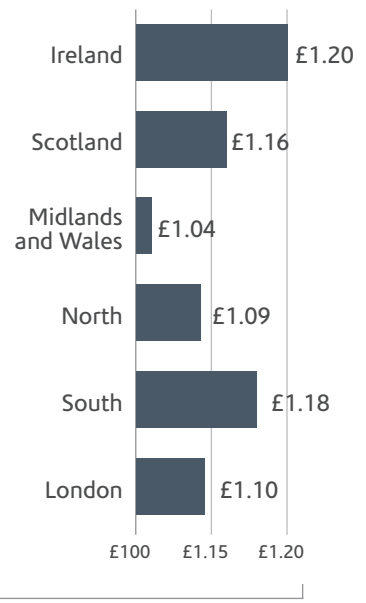
**Price By Region
Mars Bar 2020/21**



**Price By Region
500ml Bottle of Coke 2020/21**



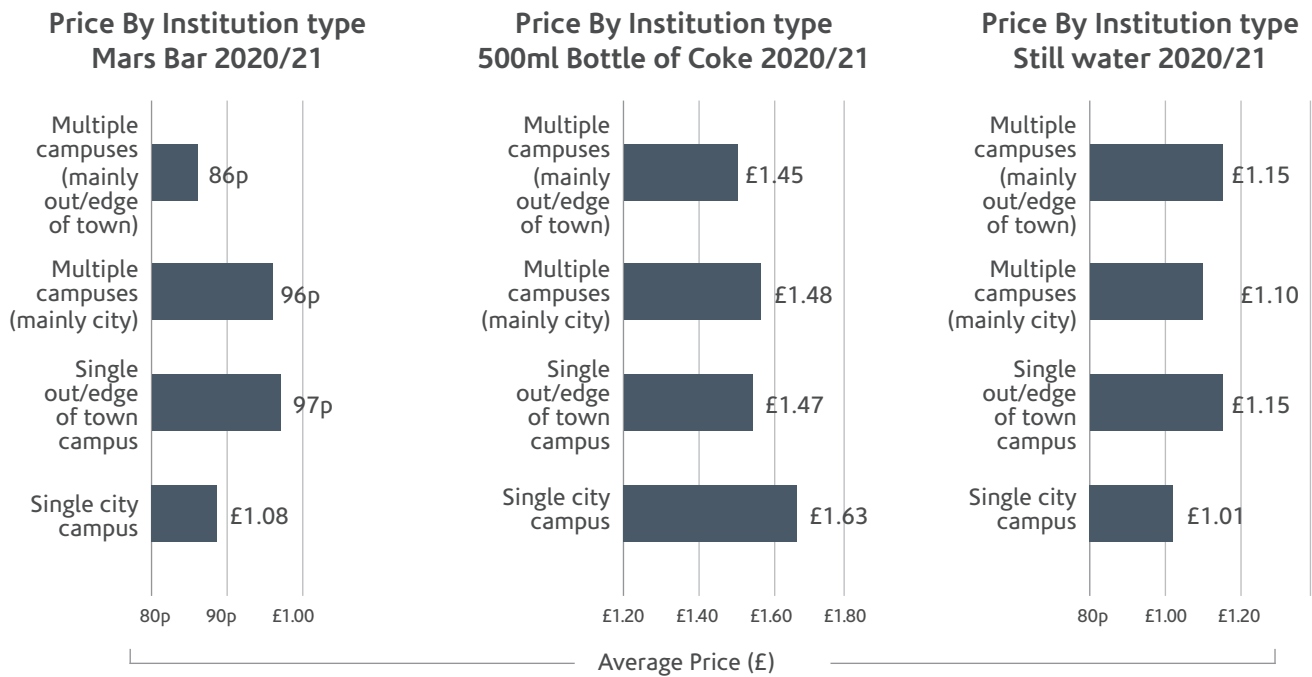
**Price By Region
Still water 2020/21**



When looking at the prices by institution type, a Mars Bar was cheapest in multi-campus (edge / out of town) institutions at £0.86 and most expensive at single-campus (edge / out of town) institutions at £0.97.

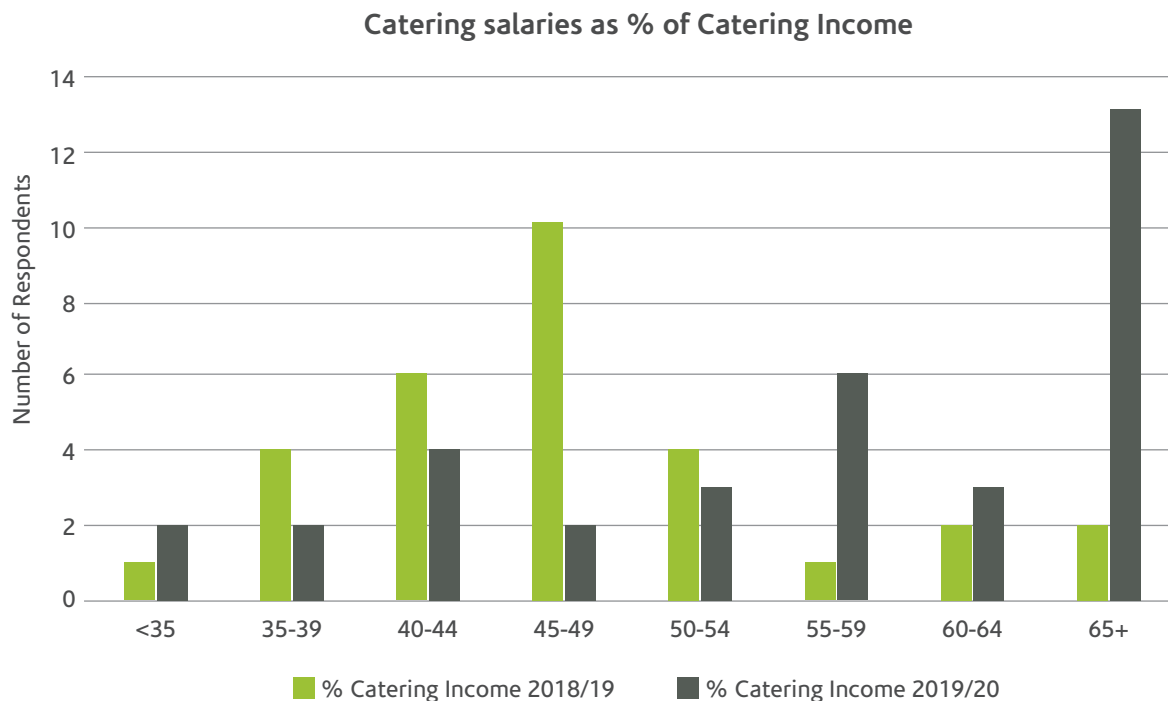
A 500ml bottle of Coke was cheapest in multi campuses edge / out of town at £1.45 and most expensive at single city campus at £1.63.

A bottle of still water was cheapest at single city campus at £1.01 and most expensive at campuses (single and multi) on the edge / out of town at £1.15.



Salaries

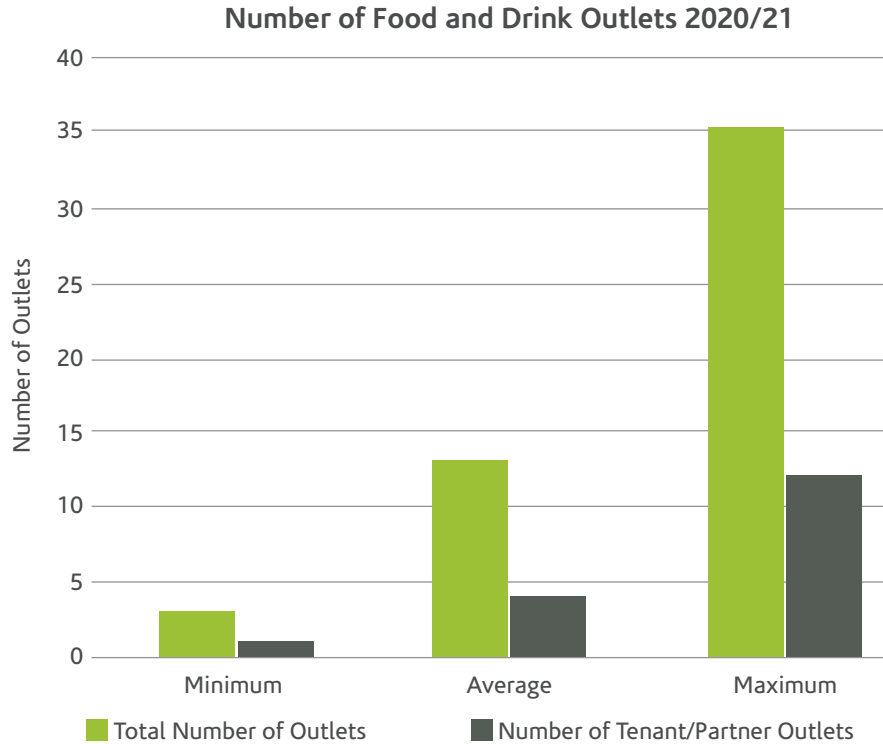
For the 35 members who disclosed figures for catering salaries in 2019/20, values were most likely to account for between 12% and 99% of income. Salaries as a proportion of catering income have notably increased since 2018/19 when the equivalent values were 33% and 66%. This is likely a result of different institutions taking different courses of action around reduced catering demand during COVID-19 and/or how they managed associated staffing considerations as a result.



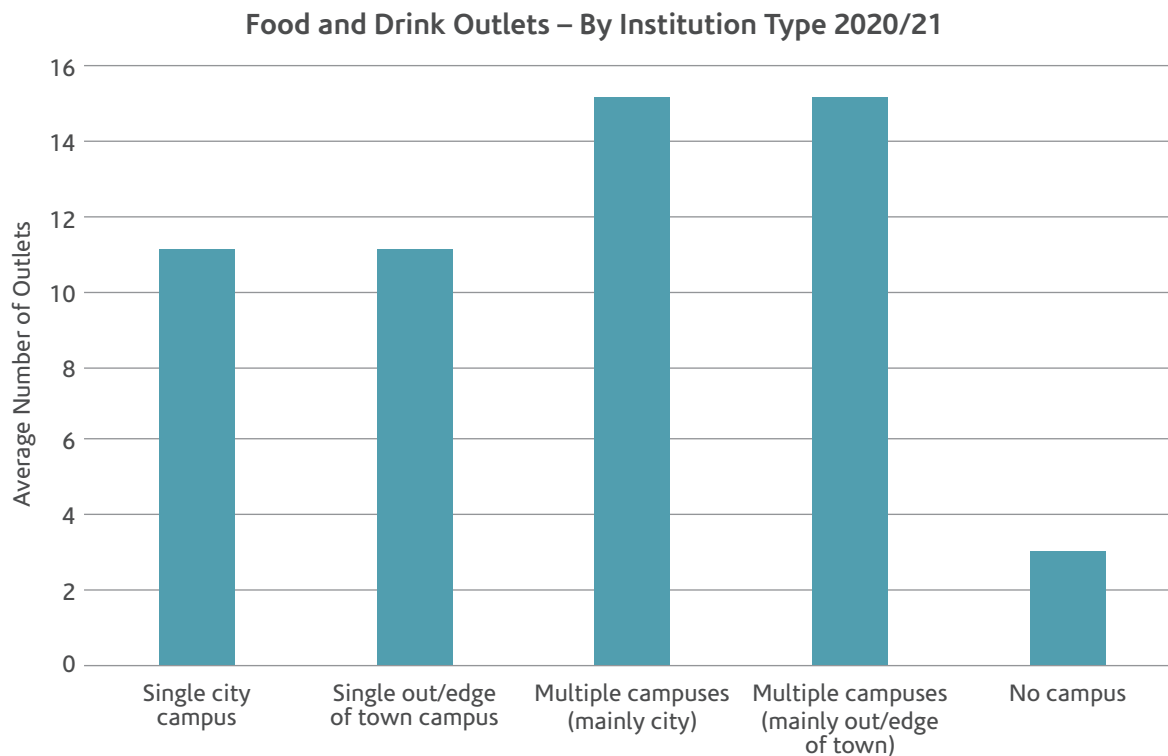
Food and Drink Outlets

43 members provided data on their food and drink outlets. On average institutions have a total of 13 outlets. The minimum was 3 and the maximum 35.

22 said they had tenant / partner outlets. On average institutions have 4 tenant / partner outlets. The lowest is 1 and the highest is 12.

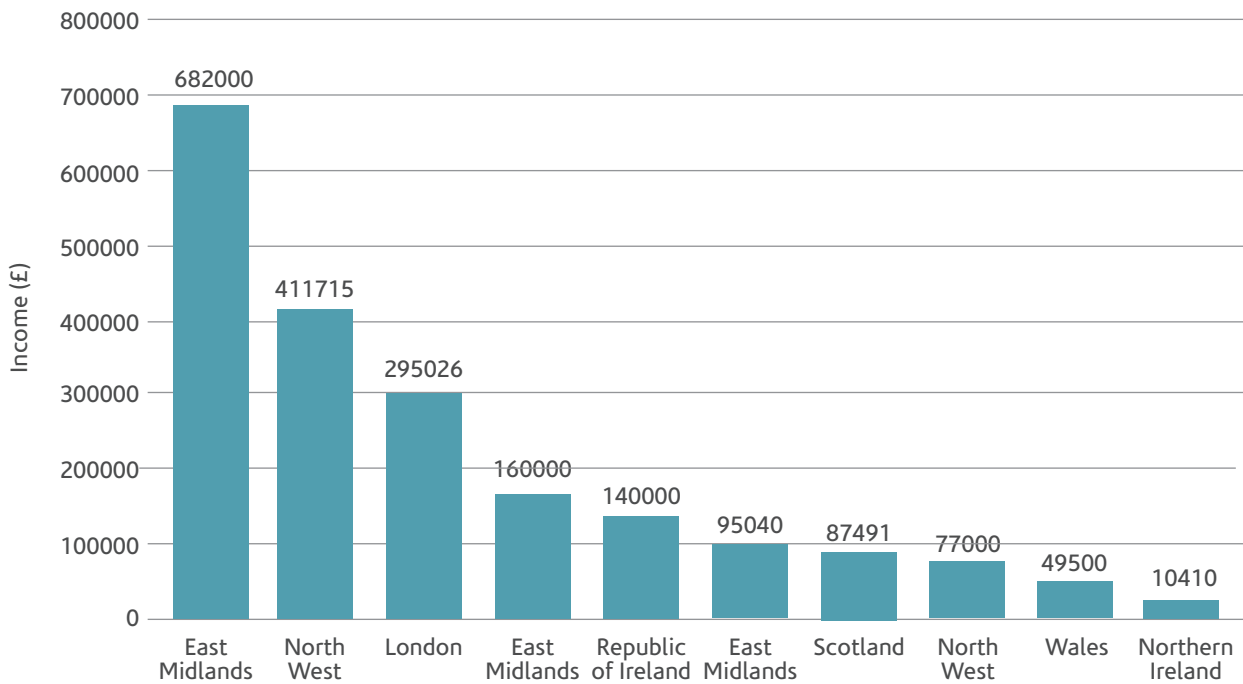


When comparing by institution type, multi-campus institutions have higher numbers of outlets.



10 institutions provided usable data on the actual income (not turnover) that they receive from their food outlets as a result of rents or operational surpluses. The total income ranged from £682,000 to £10,410. The average was £200,000.

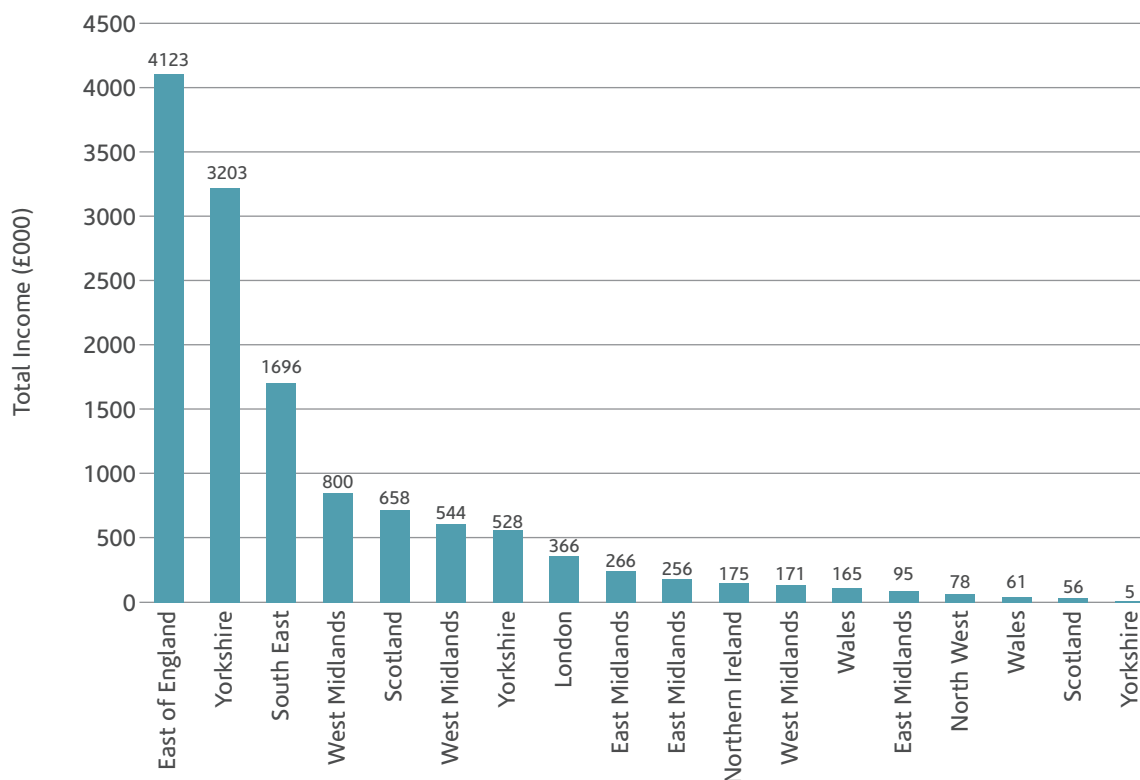
Income from Food Outlets 2020/21



Campus Convenience Stores

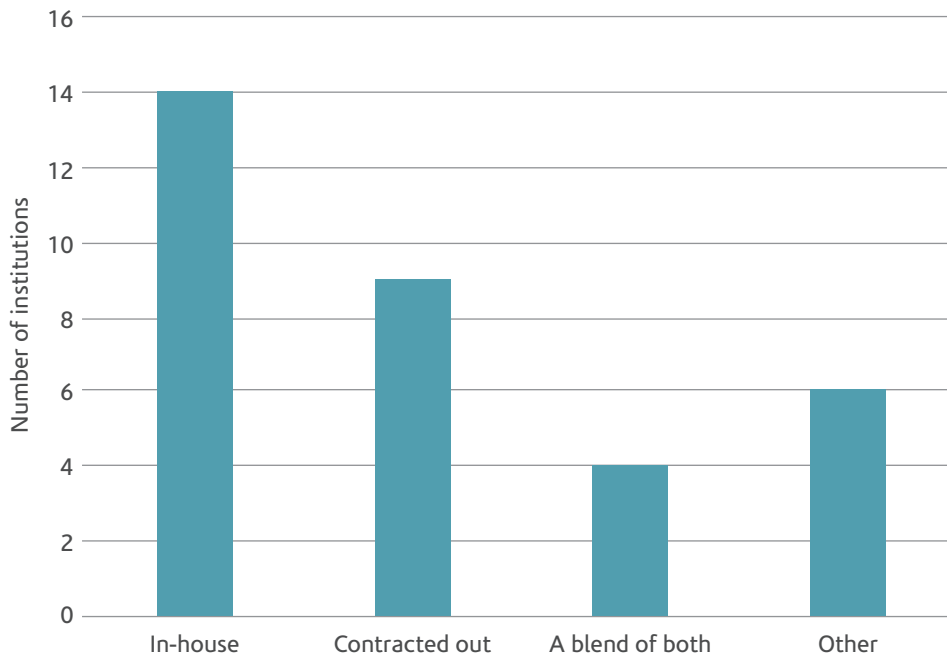
18 institutions provided usable data on income received from retail convenience stores. Total income across the institutions was £13.2m. There was an average income of £735,000. The maximum income was £4.1m and the minimum was £4,588.

Income from Convenience Retail 2020/21



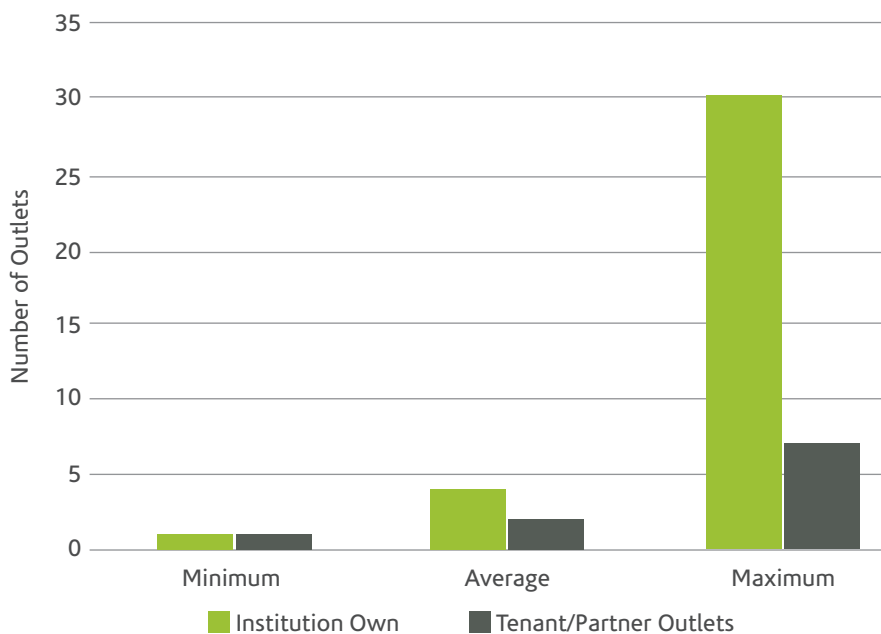
33 institutions provided data on how their retail outlets were managed. 14 manage them in house, 9 contract the management out and 4 have a blend of both. Of those selecting 'other', 3 were managed by Student Unions.

Retail Management 2020/21



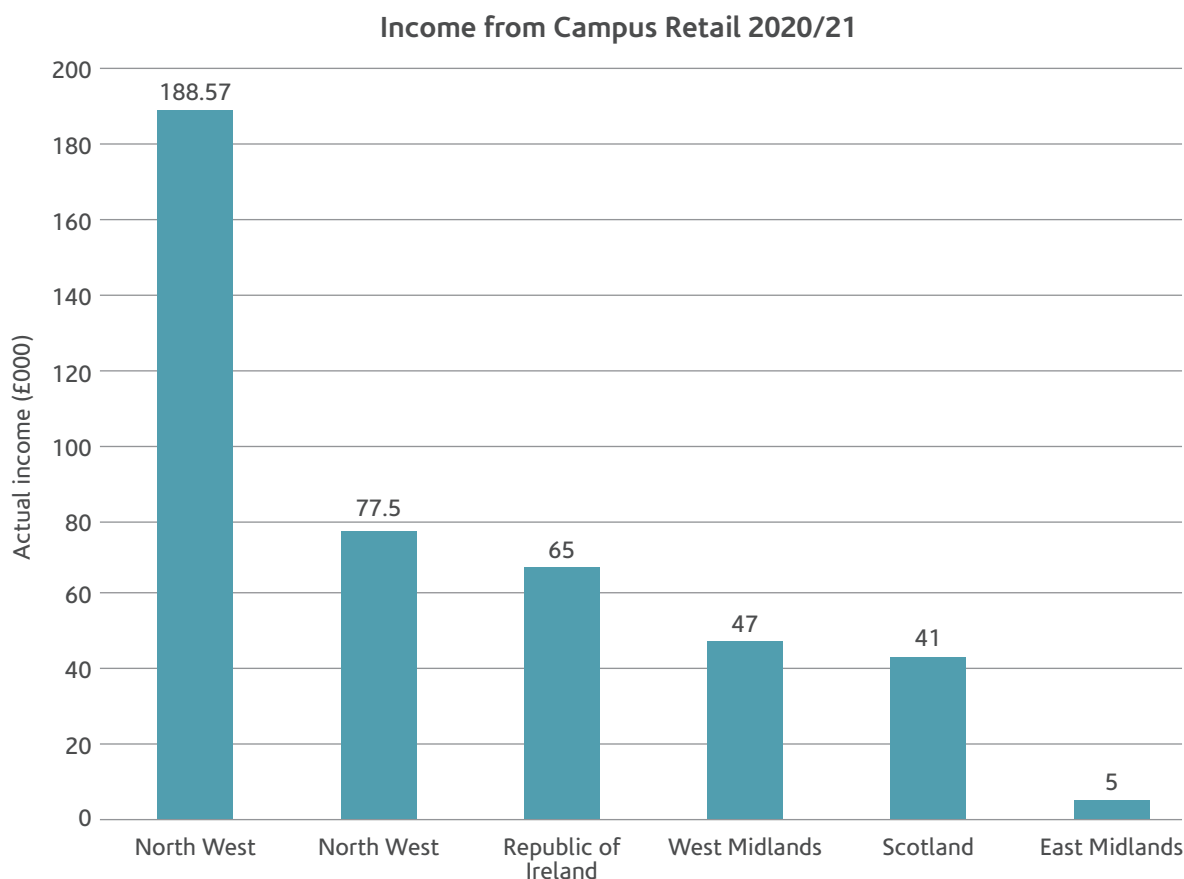
30 members provided data on the number of retail outlets within the institution, including the institution's own and partners. On average institutions have 4 outlets. The lowest number was 1 and the highest was 30.

Number of Retail Outlets 2020/21



15 members said that they had retail tenants or partners, the average 2. The lowest 1 and the highest 7.

6 institutions provided data on the actual income generated from campus retail (not turnover). This ranged from £5,000 to £189,000.



Staff Costs

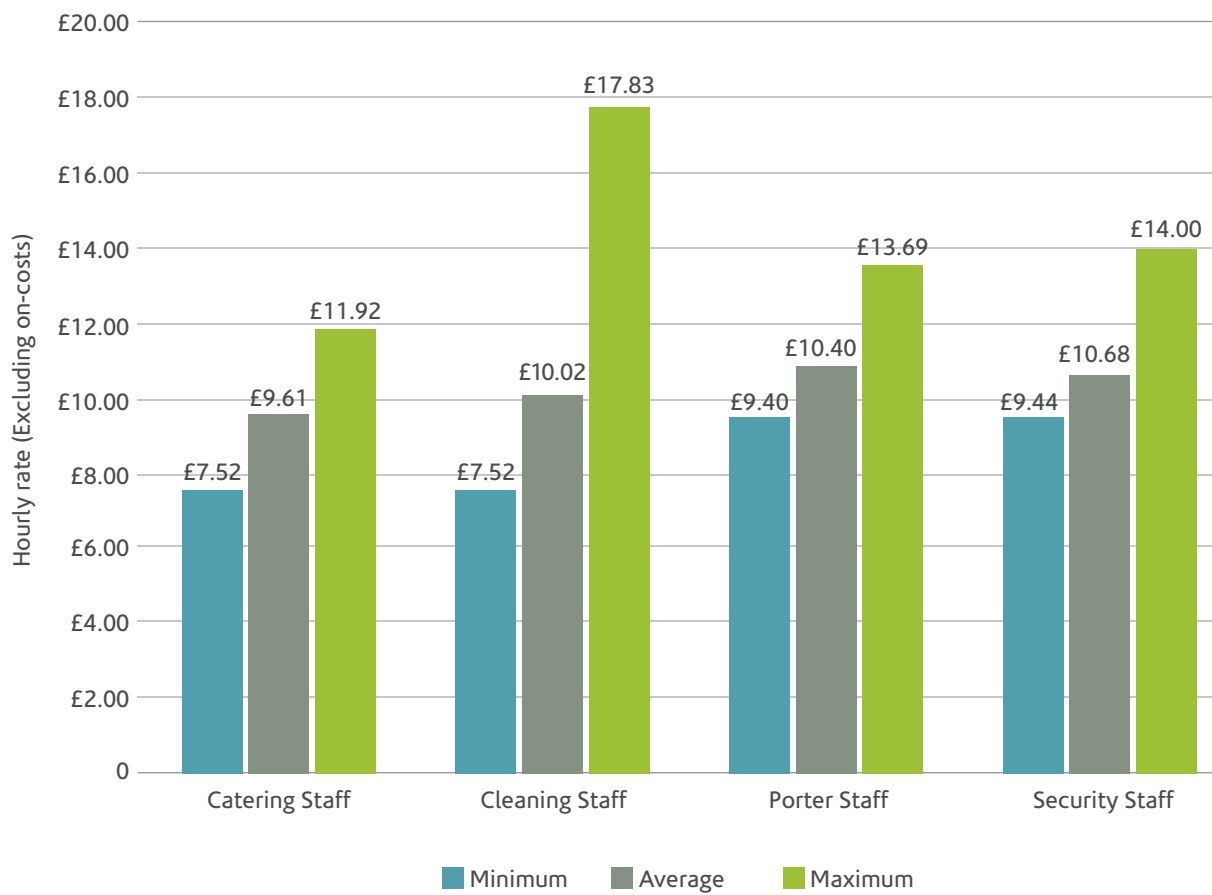
Additional data was captured in 2020/21 for staffing costs for porters and security and this has been added to the chart.

In 2020/21 the average rate of pay for cleaning staff was £10.02 per hour and for catering staff was £9.61. The calculations exclude on-costs and represent the mid-points on the salary bandings of many institutions, with some participants indicating they have also accounted for the living wage. Rates of pay within the London based institutions averaged £12.27, in the South £9.94, in the Midlands and Wales £9.83 and in the North and Scotland £9.73 per hour. Comparison to 2018/19 is not possible as averages now include the porter and security costs not previously captured in 2018/19.

38 institutions provided data on the hourly rate of pay for their catering staff and 37 for cleaning staff. The average rates of pay are higher than in the previous survey, with the average for cleaning staff in 2019/20 reported as £9.34 and the previous catering hourly rate was £9.15. These figures are unlikely to be directly comparable due to variations in institutions and are therefore provided for reference only.

Average rates of pay for porters and security are higher than those for cleaning and catering staff with porters receiving £10.09 on average and security £10.68.

Staff Costs per Hour 2021/22



Conference Activity

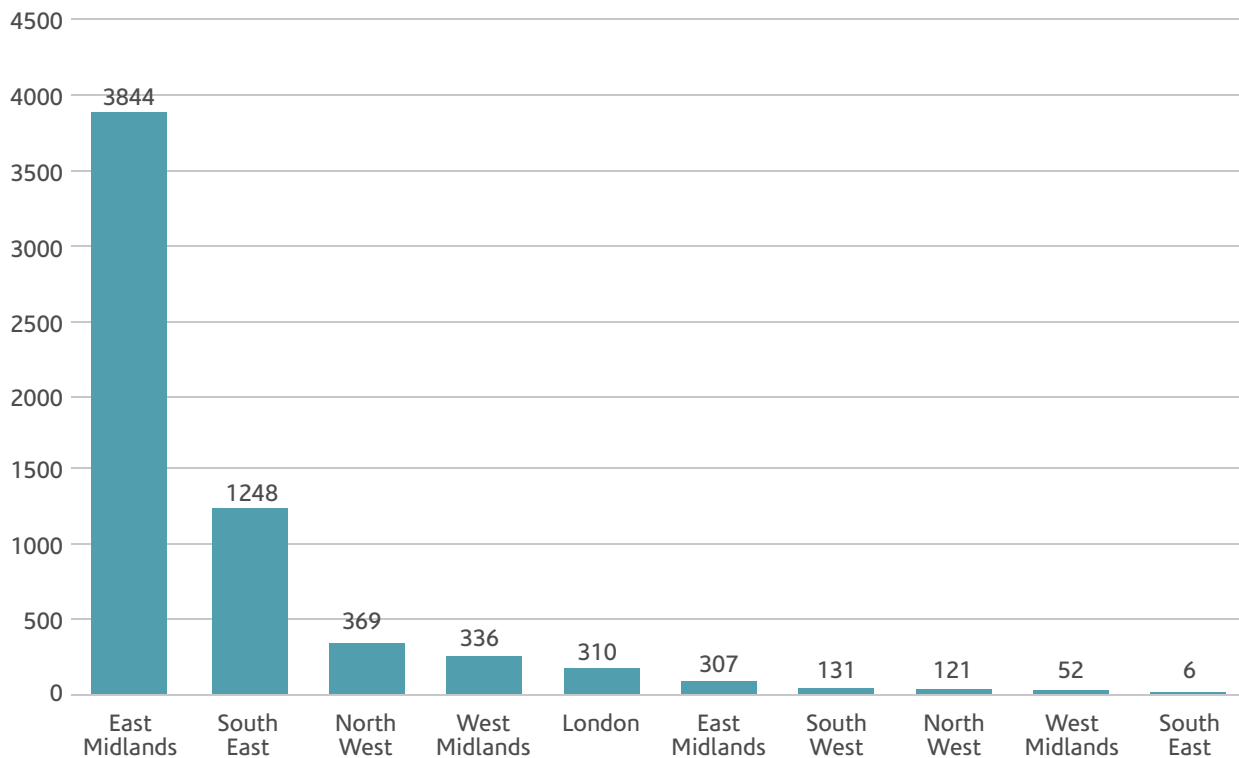
Conference income

Conferencing income in 2020/21 was lower than that recorded in 2018/19. The total across the 30 institutions who provided data was £10.5m, notably lower than the £54.8m income generated in 2018/19 across 26 institutions. The average earnings per institution was £350,000, much lower than the £2.1m in 2018/19.

The proportion of revenue generated from dedicated conference facilities has increased slightly since 2018/19, when it accounted for 44% (or £24.1m) of the total £54.8m revenue generated. In 2020/21 it accounted for 53% (£5.6m)

The following chart shows data from the top 10 institutions.

Total Conference Income (£000) 2020/21



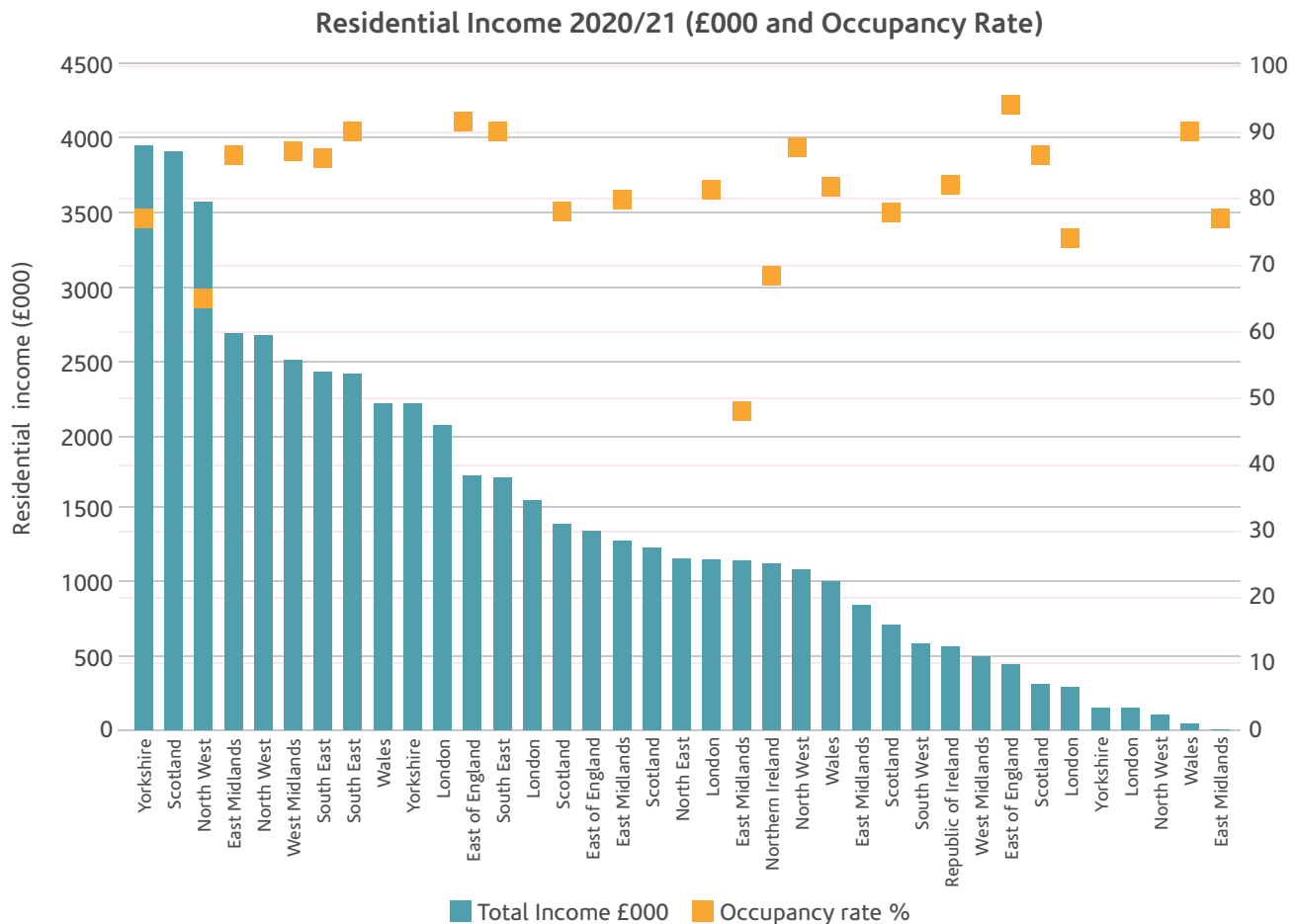
Conference day and full-board rates

Delegate day rates averaged £43 in 2020/21, an increase of £12 from 2018/19. 21 institutions provided data on this area, with the maximum day rate reported as £75 (an increase of £20 from 2018/19), and the lowest rate at £28 (an increase of £11).

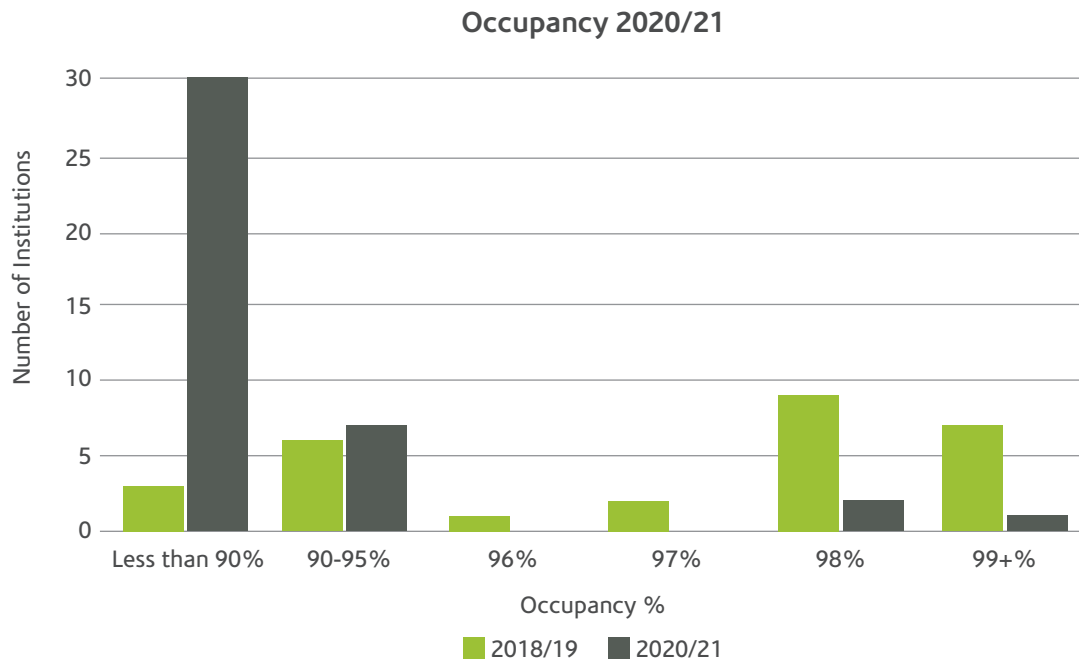
Data on the full-board rates for a 24-hour period was provided by 18 institutions in 2020/21. The maximum rate was £185, which has stayed static since 2018/19. However, the average and cheapest package rates have seen an increase. The average rate in 2020/21 was £117, an increase of £25 from 2018/19 and the cheapest package was £68 per 24-hour period, an increase of £20.

Residences Income

Total residential income of £535.5m was reported for 2020/21 by 37 institutions. The average income was £14.5m. The largest institution reported a residential income of £39.4m and the smallest £422,000. The median income was £12.3m. These figures are lower in real terms than those reported in 2018/19, with a total residential income of £532.3m over only 30 institutions and an average income of £17.7m. The largest institution in 2018/19 reported a residential income of £61.9m and the smallest was £29,000.



Occupancy figures, which represent student headcount in beds during the contract period, are much lower than those recorded in 2018/19 where average occupancy was 95%. In 2020/21, 40 institutions reported data, with a much lower average occupancy at 81%. The highest level reported was 99% and the lowest only 49%. Anecdotal evidence provided by some institutions sheds some light on a number of occupancy rates which appear lower than is typical, with some highlighting that students had been provided with a refund for part-tenancies as a result of no face-to-face teaching taking place.

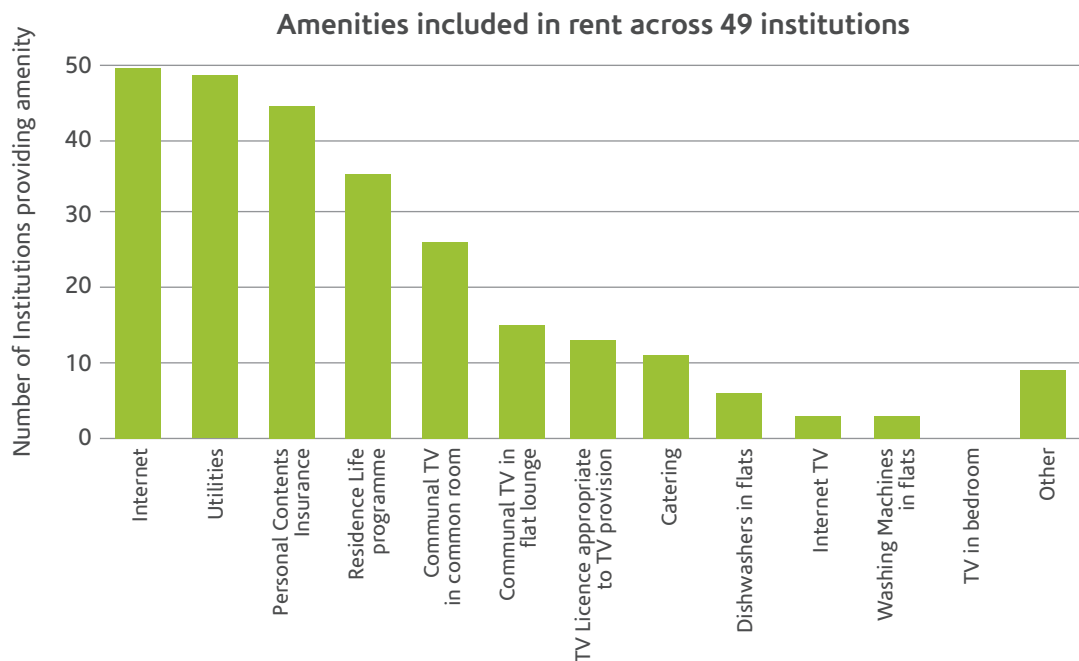


Residences Rents

Amenities included in rents

49 institutions provided information about the amenities they included within their room rent. The most common amenities included were internet, utilities, personal contents insurance and Residence Life programmes. No institutions included a TV itself in the bedroom as part of the rent – although around a quarter did cover a TV licence – and only 3 institutions included internet TV and washing machines.

Data is not available to compare from previous years.



Rents by Room type

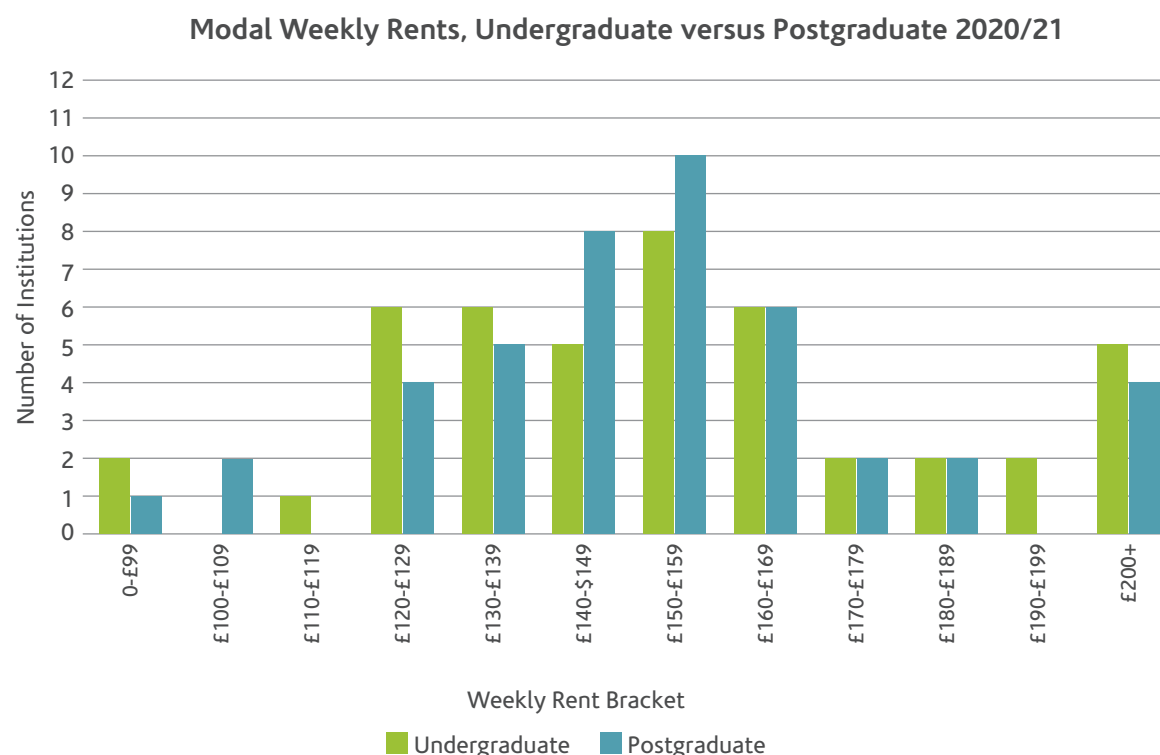
45 institutions provided rental data on their overall undergraduate and postgraduate rental portfolio. The average cost for each room type was the same at £156, but the postgraduate contract length was typically 6 weeks longer at 46 rather than 40 weeks for undergraduate.

Data is not available to compare from previous years.

Averages of Modal Rents for Postgraduate and Undergraduate rooms, 2020/21

Modal Rents	Per week (£)	Per annum (£)	Contract length (wks)
Undergraduate	£156	£6,240	40
Postgraduate	£156	£7,176	46

The most common weekly rent for both undergraduate and postgraduate rooms was between £150-£159.



Institutions provided rental data on self-catered rooms that they offered, with numbers varying by type of room. The table below shows aggregated data of modal rents (e.g. the most likely figure that students are paying), as well as providing minimum and maximum rents. In this section the modal rents are analysed. These figures cannot be weighted and are taken as a snapshot across the dataset. The first table looks at the averages across the modal rents by self-catered room including data on room configuration/ number of tenants, by weekly rent, contract length and annual rent. Please note that the data for self-catered double and twin is based on very low base sizes.

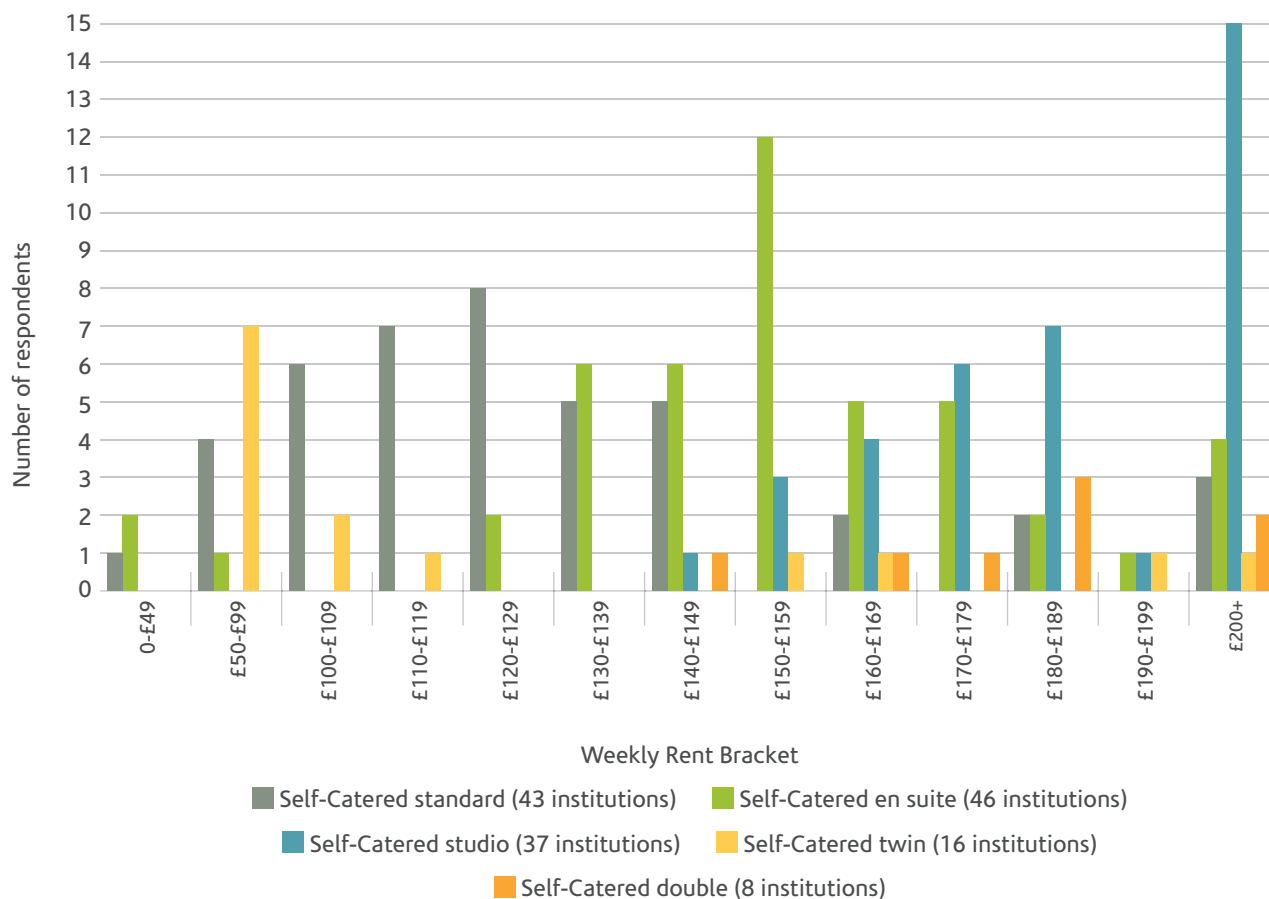
Comparing the data to the 2018/19 figures for self-catered rooms (twin and double data not available) shows an increase of £16 a week in average rent for studio rooms and ensuite rooms, and £5 for standard rooms. This represents an increase of 9%, 11% and 4% respectively.

Averages of Modal Rents for Self-Catered Room Types, 2020/21

Modal Rents	Per week (£)	Per annum (£)	Contract length (wks)
Self-catered double (8 institutions)	£196	£9,212	47
Self-catered twin (16 institutions)	£124	£5,084	41
Self-Catered studios (37 institutions)	£202	£9,090	45
Self-Catered en suite (46 institutions)	£163	£6,520	40
Self-Catered standard (43 institutions)	£130	£5,200	40

For the purposes of providing a summary, the following chart breaks down the modal rents for single occupancy rooms into price brackets for greater visibility of rental distribution. The modal price bracket for a standard single occupancy room is in the £120-£129 per week bracket, typically offered on a 41-week let. A self-catered ensuite room was reported at a modal average of £150-£159 per week also on a 41-week let. A studio room was reported at a modal average of £200+ per week on a 45-week let.

Modal Weekly Rents, Self-Catered 2020/21



Catered standard and ensuite rooms were each provided on 38 week lets on average and the average of modal rents for catered rooms can be seen in this table. There has been a £39 increase in ensuite weekly rents and £26 in non-ensuite rents since 2018/19 (twin data not available from 2018/19). These equate to increases of 20% and 16% respectively.

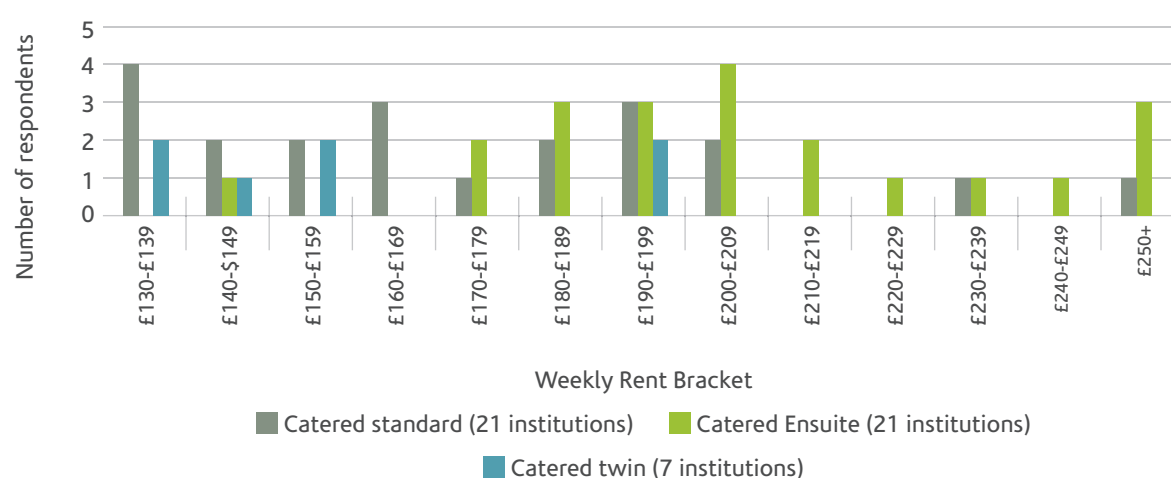
Averages of Modal Rents for Catered Room Types, 2020/21

Modal Rents	Per week (£)	Per annum (£)	Contract length (wks)
Catered twin (7 institutions)	£158	£6,004	38
Catered ensuite (21 institutions)	£231	£8,778	38
Catered standard (21 institutions)	£191	£7,258	38

Again, the chart below shows the modal distribution for each room type. The modal price for a catered standard room in 2020/21 was in the £130-£139 rent bracket, but the range is much wider than previous years, going up to £250+.

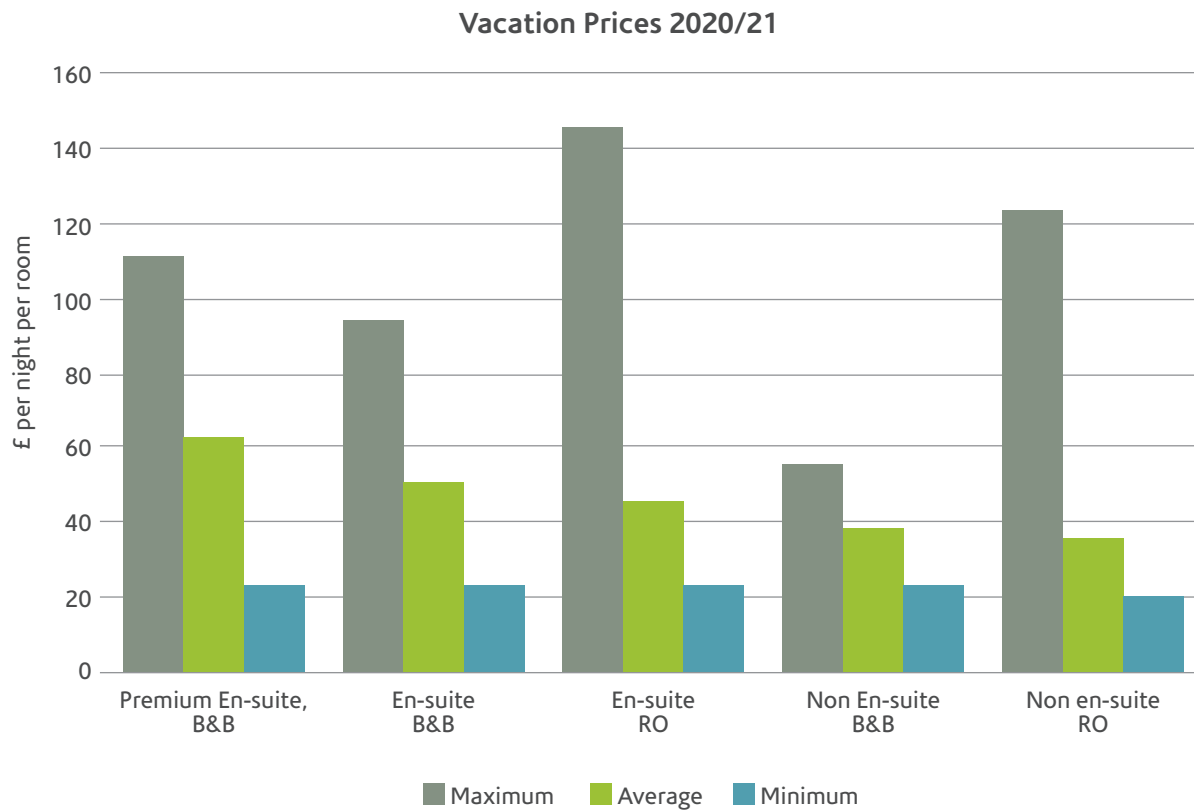
The modal ensuite catered cost was £200-£209 with the modal price for twin self-catered spread across values.

Modal Weekly Rents, Catered 2020/21



Commercial Activity in Residences

Data from 29 members reveals the following trends in vacation prices by room type and basis of offering. Compared to 2018/19, prices have increased across room types by around £8 (figures for premium ensuite rooms not available in 2018/19).



Year-Round Guest Accommodation

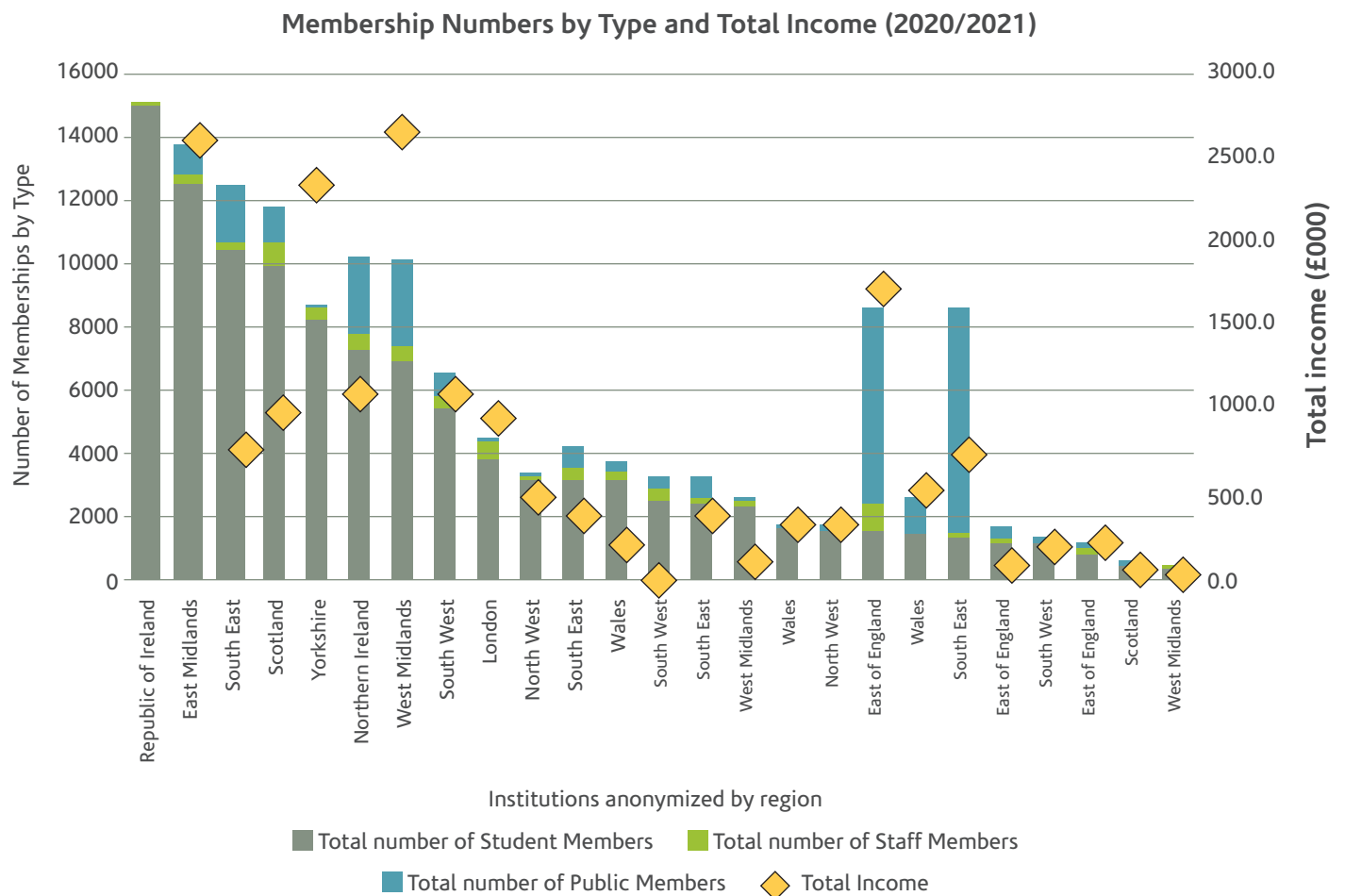
In 2020/2021, total income was £11.7m (based on 18 responses), around half the 2018/19 figure of £23.1m. The average 'rack rate' in 2020/21 was £84 per night (a rise of £19 from 2018/19), with the lowest price of £9.00 per night (compared to £22.80) and the highest £185 per night (an increase of £35). Occupancy ranges from 2% to 90% with an average of 33%, a much wider range than 2018/19 of 22% to 84%.

Sports

36 institutions said that they had sports facilities, with 18 saying they had a swimming pool (only 1 institution had an outdoor pool). 1 institution did not have their own pool but was a financial partner in a 50m City Council facility adjacent to campus.

26 institutions provided data on income and memberships (although not all on both). Total income from sport in 2020/21 was £18.7m with an average income of £720,000. The largest institutional income was £2.7m.

Based on figures for October 2021, the total membership was 143,393 members across the institutions. 76% were students, 5% were staff and 19% were members of the public.



Pricing information was captured based on cheapest and most expensive sport membership offered. What was included in a sports membership differed widely by institution depending on facilities available, type of person accessing the facilities and time at which they wanted to access them. Some institutions reported monthly or annual subscription rates. Prices for staff and members of the public are often higher than for students.

The overall annual average price for the cheapest sport memberships was £70, and the most expensive was £230.

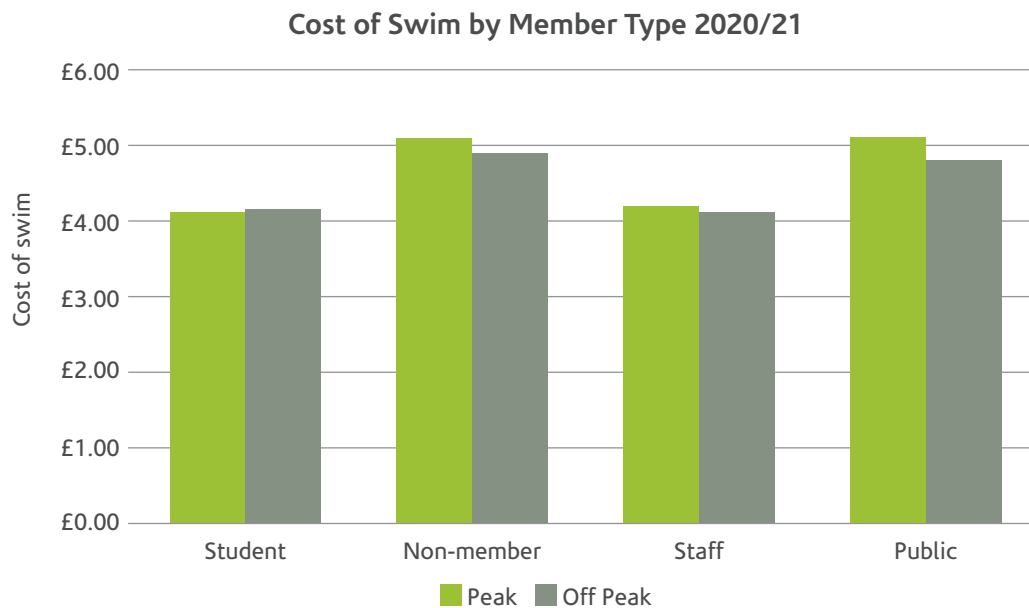
Swim prices

14 institutions provided data on swim prices for students, non-members, staff and public at peak and non-peak times.

Public and non-member swims were most expensive with similar average prices of just over £5 for a peak swim and around £4.87 for an off-peak swim. The most expensive public and non-member swim was £8.00 and the cheapest £2.80.

A student swim and staff swim were also similarly priced, with an average for students between £4.10 and £4.15 for a peak and non-peak swim (one institution only offered student swims at non-peak times, hence a higher off-peak average) and between £4.18 and £4.11 for a staff peak and non-peak swim. The most expensive student/staff swim was £7.50 and the least expensive was £2.20.

Data from previous years was not available for comparison.

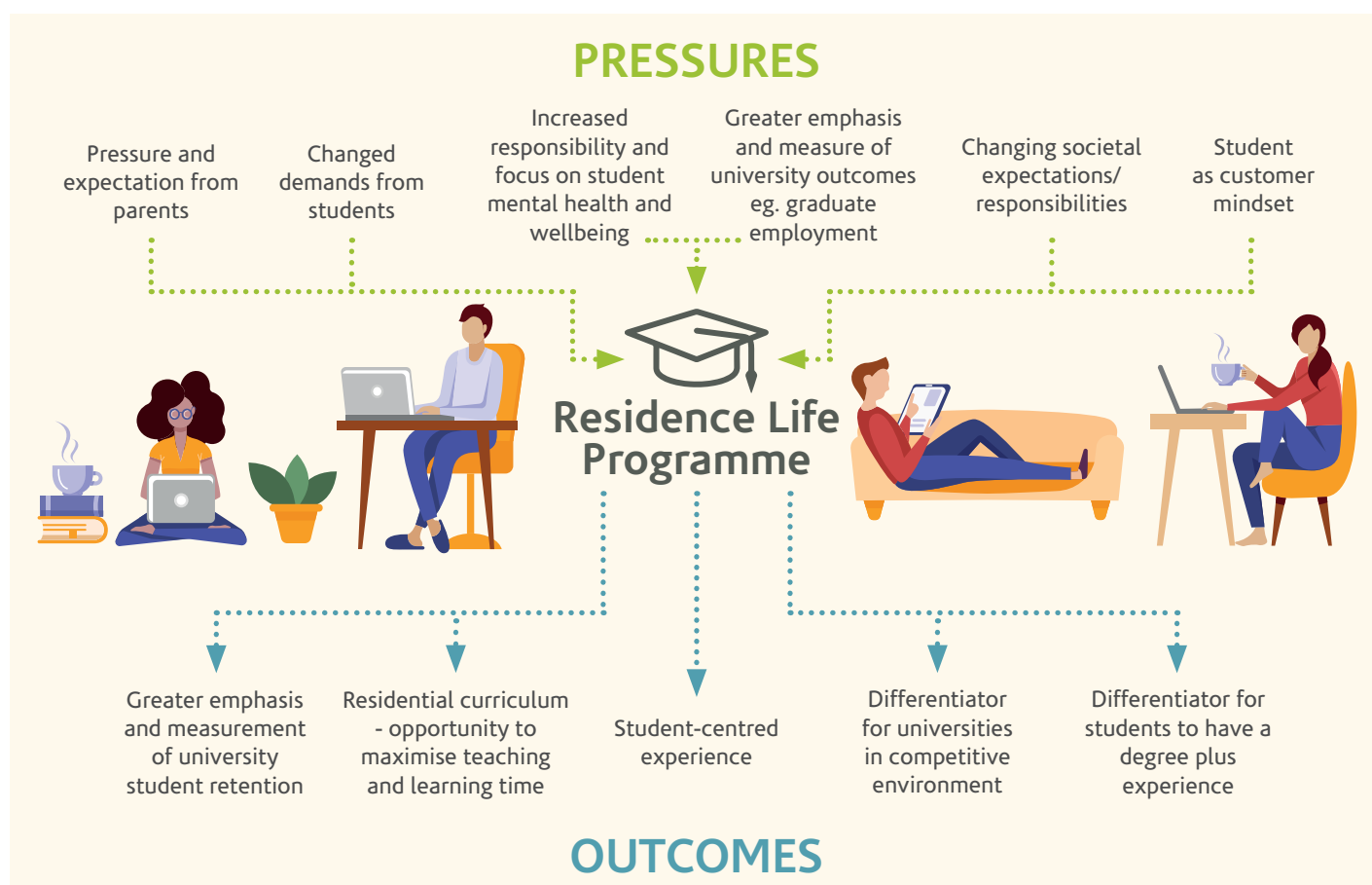


Residence Life

New questions were added in 2020/21 to capture information around residence life programmes. These programmes come in a variety of different formats and include various elements, and hence there is a wide-range of data here, which should be seen as a starting point for future and further measurement of impact and change.

Data from 2014 suggests that at that time, students moved an average of 91 miles from home.⁵ Regardless of the veracity of that data, in 2022, the fact remains that a long-time draw of university for students, certainly pre-COVID, is the opportunity for a student to be a part of an education-enabled community. Writing in WonkHE, Caroline Chipperfield – then of the University Partnership Programme – highlights that whilst the term ‘Residence Life’ is relatively new in UK Higher Education circles, many of the elements it entails have been on-going for some time, and their impact is seen strongly in the United States, where formal Residence Life programmes have been on-going for many years.

The advantages of Residence Life programmes to universities are in both alleviating pressures on students and on harder outcomes/measures. The figure below is re-produced with permission from Caroline Chipperfield.⁶

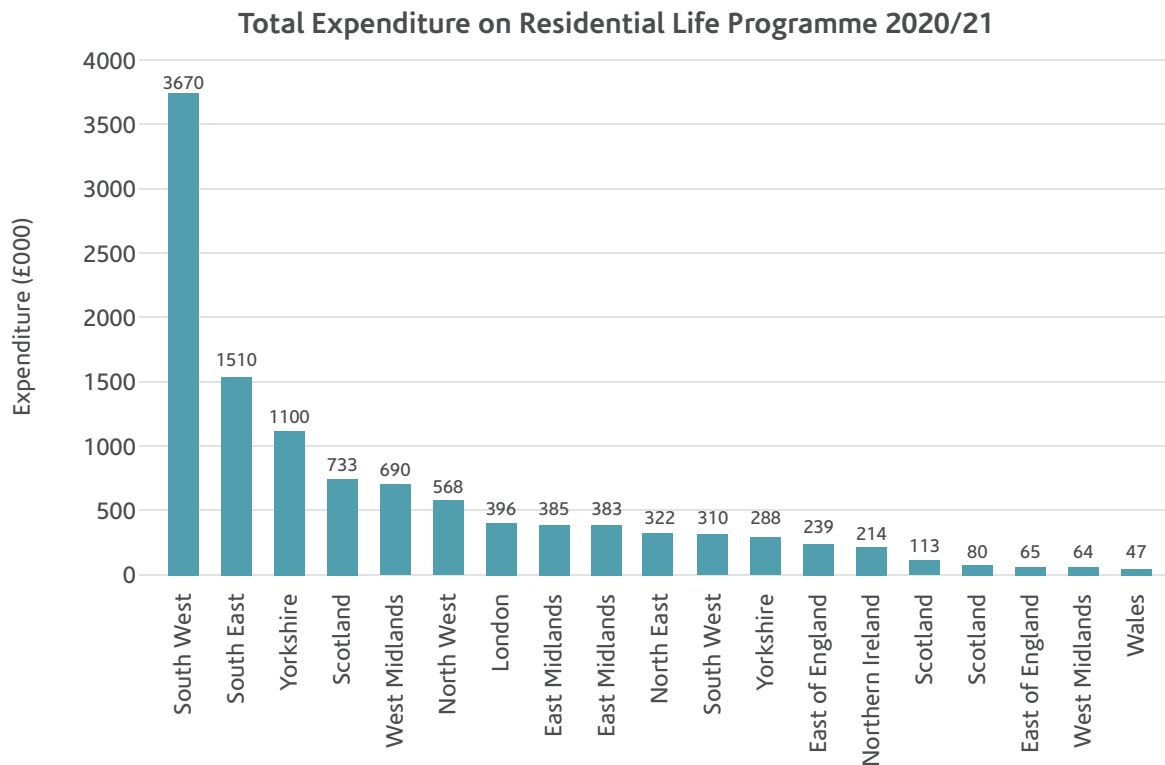


36 institutions said that they provided a residence life programme for their students of whom 22 institutions provided data for their programmes in 2020/21.

In total the institutions spent £11.4m on these programmes, a mean average of £517,000 per institution and a median of £299,000.

⁵ <https://www.theguardian.com/news/datablog/2014/aug/18/students-travel-average-91-miles-home-university#:~:text=Survey%20data%20from%201%2C000%20students,of%2091%20miles%20from%20home.&text=just%20under%2030%25%20of%20students,came%20from%20outside%20the%20UK.>

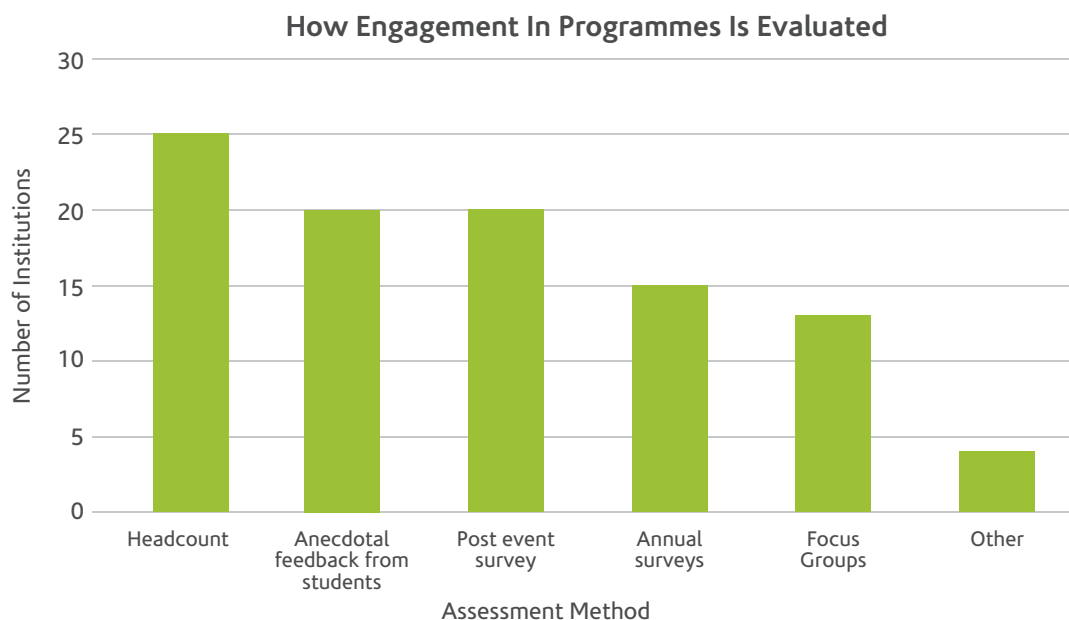
⁶ <https://wonkhe.com/blogs-sus/what-are-residence-life-programmes-and-why-do-they-matter/>



On average, programmes were accessed by 47% of students (mean) and 43% of students (median) – although this ranged from 8% to 100% of students being engaged across the year.

The average cost per head to deliver residence life programmes was £34 (mean) and £14 (median).

Institutions most typically measured engagement in residence life programmes through head counts, along with post event surveys and anecdotal feedback from students.



This area is likely one which will become increasingly important as universities look to bounce back post-pandemic. The Natwest Student Living Index 2021 stated only a third of students enjoyed studying their degree and that 43% rated studying at university as being 'very stressful'.⁷

⁷ <https://www.natwest.com/life-moments/students-and-graduates/student-living-index.html#download-the-student-living-index>

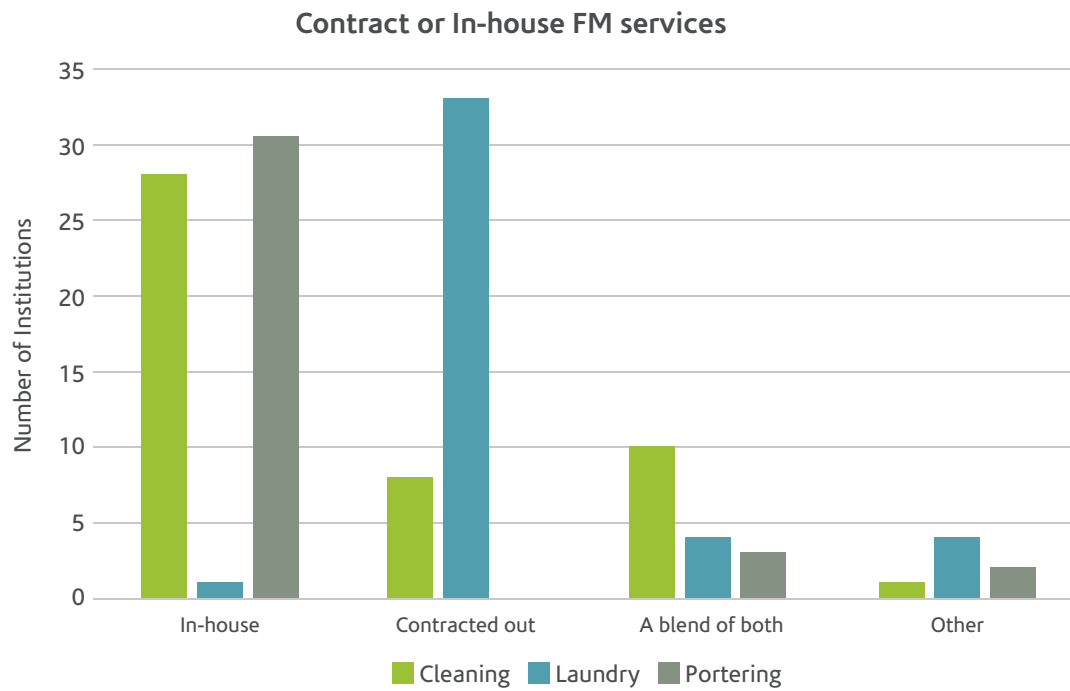
Soft Facilities Management

New questions were added in 2020/21 with regards to soft facilities management and the following sections address these.

Soft Facilities Management Services

47 institutions provided data around how they operate their FM services.

Cleaning and portering are largely managed in-house, with 60% of institutions managing cleaning in-house and 86% managing portering. Laundry however is more likely to be contracted out, with 79% doing so.



Planned FM expenditure

36 institutions provided data for cleaning expenditure and 10 for laundry expenditure. The total overall spend across all institutions was £79.4m.

Cleaning expenditure accounted for 88% of these costs, with a total spend of £70.2m and an average spend of £1.6m. However, it should be noted that the cost of cleaning may have risen substantially as a result of the COVID-19 pandemic and requirements to deep-clean surfaces regularly. The extent to which this is a 'true' figure will become clear in next year's survey.

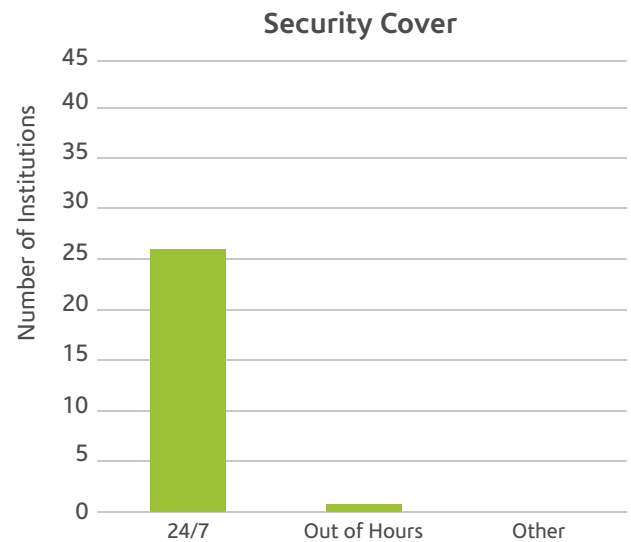
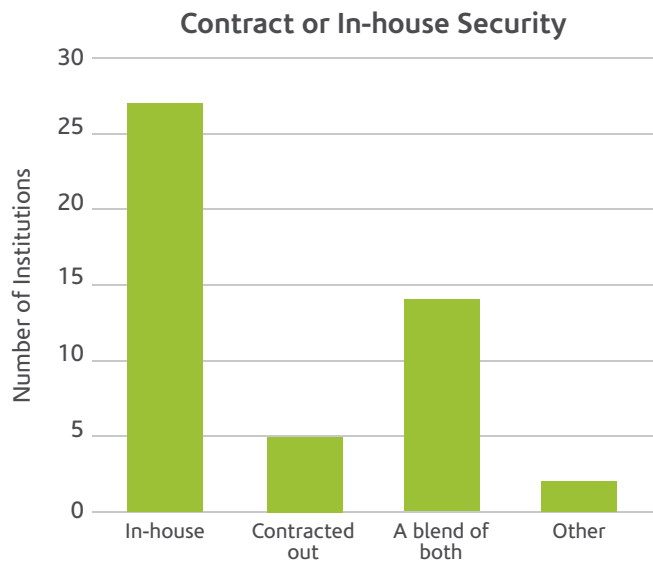
Laundry had the lowest costs making up less than 1% of the total spend with a total value of £140,000. Average costs were £13,900, primarily on services rather than staffing costs. Porterage totalled £9.1m, with an average spend of £479,000.



Security

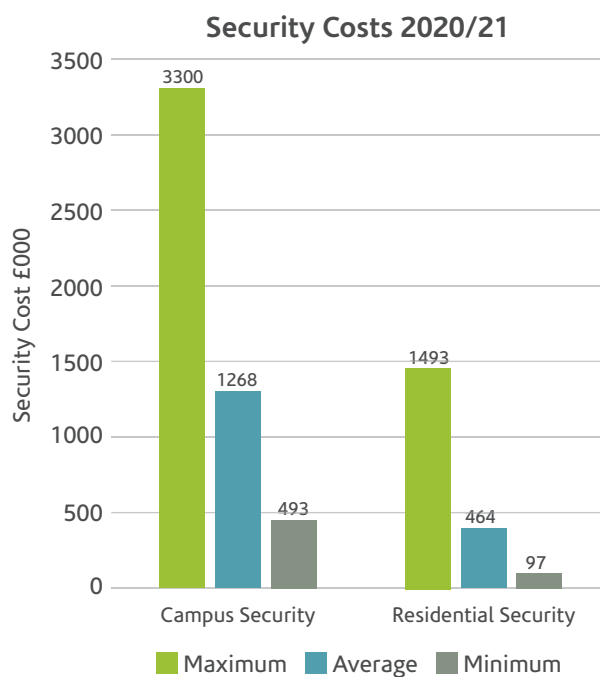
New questions were asked around security provision in 2020/21.

47 institutions provided data around security management. 55% manage their security in-house, with 30% using a blend of in-house and contract security. The remainder operate either a fully-contracted or another type of model.



43 institutions provided data on when they provide security cover, with 95% offering 24/7 cover.

31 institutions provided data around the cost of their security. In total, institutions spent £52.4m on residential and campus security. The average cost per institution was £1.7m. More money is spent on campus security, which accounts for 70% of the security costs and residential security for 30%.



Notes on the Survey

The data collected in the CUBO benchmarking exercise is unique in the sector and reliant on data provided by institutions directly. By providing a level of analysis on this valuable dataset, we hope that members will gain some further insight into the results. Full raw results in the tabulated format will be provided to the survey participants who agreed to share their data, and it is our aim to continue to provide the raw results to such member institutions in future years. Thank you to those institutions who took part in the benchmarking exercise.

We hope that the raw results will be useful and that this further analysis has enhanced the visibility of trends and patterns overall. A quick note on the data. In order to maximise the analysable data, a small amount of reformatting has taken place behind the scenes. This includes calculating the mid-point of a rent range typed into a cell where appropriate, and converting the one Republic of Ireland dataset in Euros into Pounds at EUR 1 = GBP 0.84.

