

Review of Student Accommodation

What our client wanted

The university wanted to review several non-core functions to determine their value for money and to look at alternative options for delivery. Student accommodation is of particular benefit to the university in attracting and supporting first year and international students. The university wished to know the options open to them regarding the facility that they own, Caledonian Court.

What Frontline did

Frontline reviewed the current performance of Caledonian Court as the 'base case' and considered strategic options including retention, selling, leasing etc. We then considered operational issues based on retention, but aimed at improving performance through reducing costs, driving up income and operating fully within the structure of the university. University staff, external stakeholders and 'competitors' were consulted in the process. These discussions highlighted a range of both operational and strategic issues that had to be considered carefully in making decisions.

What difference we made

Our report flagged up that significant changes had to be made. One of the most important involved moving from using external providers to operating within the university provision. The university management team accepted Frontline recommendations and they have started an implementation process.