

# **Analysis of the Potential for Flamingo Cafe in Sunderland**

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# **Analysis of the Potential for Flamingo Cafe in Sunderland**

## **1. Introduction**

Increased attention to wellbeing by society has transformed the food sector, leading to a surge in demand for places to eat that are not necessarily healthy.<sup>1</sup> The background of Flamingo in Sunderland, the health landscape, current commercial realities, local economic trends, and major food regulations will each be examined to determine their relevance to the success of this initiative.<sup>1</sup> The study aims to supply a full picture of the market and make recommendations for opening a Flamingo Cafe in Sunderland. In addition, the team responsible for this new project had a Flamingo Cafe in Seaham, which subsequently closed, and are now launching a new business in Roker Park.<sup>2</sup> This study reviews in detail the menu, the unique marketing proposition, the benefits associated with the new Sunderland location, competing establishments, the wider socioeconomic climate of the area, and the regulations affecting food ventures. The main idea of Flamingo brand revolves around making "clean eating" an enjoyable experience.<sup>4</sup> The report's primary purposes are to evaluate Flamingo Cafe's viability at this new location, identify important opportunities and threats, and offer well-reasoned measures for its success.

## **2. Understanding Flamingo Cafe**

The Flamingo brand has operated in the locality for years, with its earlier version in Seaham Marina closing after six years, largely due to parking charges and the poor summer of 2024, according to owner Hannah Jackson.<sup>2</sup> Nevertheless, with the same team led by Hannah Jackson and Joanne Woods leading the way, a new Flamingo Cafe will soon be opening in Roker Park.<sup>3</sup> The six years they managed a cafe nearby has given them important knowledge in serving customers. Having run a similar business in the past, the team is likely to carry over both brand recognition and a base of loyal customers to their next venture.

The former Flamingo Cafe in Seaham offered a menu that focused chiefly on 'clean and

nutritious' foods, containing buddha bowls, smoothie bowls, raw cakes, exclusive protein shakes. The menu reflects the rising trend among consumers for healthy food and the recent growth of plant-based and allergen-free diets in the UK.<sup>1</sup> The phrase 'taking the boring out of clean eating,' expresses the ideology of the brand. And it is designed to promote a kind of view that healthy eating can be interesting and tasty instead of dull or limiting. An online menu for the previous cafe points to a range of dishes that might be customized seasonally and adjusted in response to what customers say.

The new location in Roker Park presents a distinct ambiance compared to the marina setting in Seaham, potentially attracting a different segment of the market, such as families and park visitors. The park's scenic views of the Victorian bandstand, fairy dell, and ravine offer an attractive backdrop for a cafe experience.<sup>3</sup> The planned indoor and outdoor seating is a crucial element, providing flexibility to accommodate varying weather conditions and customer preferences, and maximizing the cafe's capacity, especially during peak times.<sup>3</sup>

The business model of the prior Flamingo Cafe in Seaham was centered on a small, independent health food cafe that was open seven days weekly, providing options for dining in, taking away food, or receiving local lunch deliveries.<sup>4</sup> Another revenue stream was generated by offering the cafe for private event rental. In addition, utilizing social networks such as Facebook and Instagram formed an important part of the business's efforts to reach customers and raise brand recognition among its target audience. The presence of an online booking service shows that the dedication of the cafe is to both customer's ease and improved operation handling during peak times.

### **3. The Health and Wellness Landscape in the UK and Sunderland**

There is a distinct trend in the UK that healthier eating choices for food and beverage are increasing, with a near parallel rise in the tendency to prefer both fresh, natural, and unprocessed alternatives as well as functional foods. Elevated consumer consciousness of the health dangers of bad diets and a lack of physical activity combined with the growing interest in general vitality and health are the primary forces behind the change. British people are putting more emphasis on mental stability, keeping weight, fighting any diseases, and maintaining a consistent energy level, and according to those health priorities, Chrome's dietary and drink choices are made by them. Thus, consumers are continually seeking goods that are nutritious and as little processed as possible, from nature, and without artificial additions. In "vein", sugar reduction and heightened interest in plant-based/allergen friendly fare such as vegan, gluten free diets, magnify these trends of consumer choice. And there's also growing attention on so-called functional foods, whose unique benefits to health include leading to gut health, better hydration, better sleep and better bone and joint wellbeing.

Sunderland experiences challenges as well as opportunities in regard to overall health and wellbeing. Data from the JSNA in Sunderland points to the city managing health challenges such as shorter life expectancy and greater rates of obesity, smoking, and damage from alcohol compared to the whole of the UK. Obesity and overweight are more common in adults and children residing in Sunderland than in other places. From a public health perspective, these statistics correspond to a substantial demand for cafes offering more nutritious options than those more typical, less healthful foods. Multifamily cases of smoking and drinking in the region suggest that a specific segment of the people is eager for healthier living, especially in regard to what they eat. The Sunderland Good Food Partnership operates with the important goal of supporting healthy, affordable, and sustainable food for everyone in Sunderland. Through co-operation with these initiatives, Flamingo Cafe might achieve better results regarding health and sustainability in the local community and build greater respect within it. In addition, an important issue is that many fast food vendors tend to set up shop mainly in Sunderland's less fortunate regions. In that environment, Flamingo Cafe can only experience growth if it sets itself

apart from the numerous nearby, lower quality, and less healthy dining options by concentrating more on quality, nutrition, and overall dining experience.

To illustrate the health challenges in Sunderland, in comparison to the national averages, we have made the following table, it provides a summary of key health statistics:

**Table 1: Key Health Statistics for Sunderland vs. National Averages**

Statistic	Sunderland (Latest Data)	England Average (Latest Data)	Source(s)
Male Life Expectancy at Birth	76.6 years (2018-20)	79.4 years (2018-20)	
Female Life Expectancy at Birth	80.9 years (2018-20)	83.1 years (2018-20)	
Adult Obesity Prevalence	29%	24%	
Reception Class Obesity	11.4% (2017/18)	9.5% (2017/18)	
Year 6 Obesity	25.0% (2017/18)	20.1% (2017/18)	
Smoking Prevalence (Adults)	18.2% (2017 Survey)	12.7% (2022)	
Smoking During Pregnancy	17.8% (2017/18)	9.1% (2021/22)	
Alcohol-Related Mortality Rate	64.4 per 100k (2021)	38.5 per 100k (2021)	

It is evident from this data that Sunderland has substantial health issues across a range of

indicators, when compared nationally. Moreover, such differences support the necessity of programs that support healthier lifestyles and feedback the role that establishments like Flamingo could play by giving the community access to healthier meals.

#### **4. Competitive Analysis**

Competitors affecting the Flamingo Cafe market in Sunderland are distinguished as direct and indirect. Businesses that largely offer food based on health consciousness and attract clients with comparable needs constitute direct rivals. The available research includes mention of a number of cafes that are much like the Flamingo Cafe. The Good Apple Cafe outshines the others by solely specializing in a single niche which is vegetarian meals. At Clean Bean, natural, preservative-free meals are emphasized to meet the preferences of people interested in minimal food processing. The mission of Wild Roots is to offer tasty yet affordable organic, non-GMO food, tailored to the needs of a unique consumer segment. Also, the Betsy Jenny Counselling and Wellbeing Cafe also has a unique market niche which is providing both low-cost wholesome food and mental health assistance through a community setting. In Seaham, the Flamingo Cafe used to be a competitor for these cafes. The arrival of Ruhe Coffee Shop in Roker Park could influence the makeup of the immediate market, which means other cafes must reassess local healthy food trends. Ruhe Coffee Shop, which just opened in Roker Park, now sells superfoods, salads, sandwiches, and smoothies, matching local cafes both in location and menu.

Many cafes and restaurants in the area highlight other menu items, but they still offer a choice of vegan/vegetarian and healthy items. One example is Mexico 70, a Mexican restaurant by nature but with an added selection of healthy and vegan items. In addition, 808 Bar & Kitchen, The Place, The Salt House Kitchen, Grinder Coffee Co, and Fausto Coffee provide healthy meals on their menu. Some of the menu options at The Botanist in Sunderland are vegan and vegetarian. The Sunderland restaurants that have vegetarian food on HappyCow and OpenTable are widening their menus to cover a wide range of diets. Fast food outlets represent a considerable part of the market mainly due to their combination of convenience and affordability, so they should be considered as indirect competitors. Attracting both direct and indirect consumers

requires Flamingo Cafe to present original and appealing vegetarian and vegan choices.

The evaluation of comments from customers at the previous Flamingo Cafe in Seaham offers important lessons for the new cafe. The many positive than can often be heard include the tasty food, availability and quality of vegan offerings, freshness of ingredients, appealing beachside location, the obliging helpfulness of staff, and the dog-friendly nature of the cafe. These positive features are attributes the new Flamingo Cafe in Roker Park should look to keep and increase. However, some negative feedbacks were also observed, like a price point was considered to be quite high, no site toilet facilities were offered and seating sometimes was not comfortable. Working to resolve these aspects in the new location might greatly increase customer contentment. Making it easy to find toilet facilities in Roker Park and selecting several kinds of comfortable seating may resolve earlier issues.

## **5. Evaluation of Marketing Practice - using a 4P Framework**

This section evaluates Flamingo Cafe's marketing practices using the 4P framework: Product, Place, Price, and Promotion.

### **5.1 Product, Services, Facilities**

Its core product of Flamingo Cafe is the focus on “clean and nutritious food” — buddha bowls, smoothie bowls, raw cakes, protein shakes and superfood lattes, with a clear vegan and gluten-free focus. The ethos “taking the boring out of clean eating”, implies that at least some attention would be paid to taste and pleasure as well as health benefits. Services: dine in, take away and possibly local lunch deliveries, replicating the previous Seaham site.<sup>4</sup> The new Roker Park premises will have indoor and outdoor sitting giving it great facilities and facilities attractive to different customers tastes and weather conditions.<sup>3</sup> Dog-friendly policy that was a positive feature of the Seaham cafe will also be maintained at the new site, targeting a particular group of customers.

## **5.2 Location & Physical environment (Place)**

The new site in Roker Park provides a distinctive physical environment from the previous marina environment. Roker Park is an historic Victorian park which attracts families, leisure tourists and dog walkers offering a different clientele and atmosphere. The beauty of the band stand, fairy dell and ravine add to the beauty of the place. Numerous arrangements in indoor and outdoor seating, flexibility, and various preferences are accommodated.<sup>3</sup> Ease of accessibility to the park and the conformity with the parks settings will be key elements in drawing custom.

## **5.3 Pricing approach**

Pricing in the earlier Flamingo Cafe Seaham was found to be relatively high as retrieved from the feedback from customers in the previous Flamingo Cafe Seaham. For the new venture at Roker Park a critical examination of the local economic situation in Sunderland will be necessary. Although passion for high quality nutritious ingredients could justify a certain price-point, it will be critical to find a balance that appeals to the spending power of local people whilst setting an account against the Sunderland cafe market. Exploring value oriented options such as loyalty programs or like bundled deals, may serve the purpose of overcoming the price sensitivity.

## **5.4 Promotion techniques**

The former Flamingo Cafe in Seaham heavily used the likes of Facebook and Instagram as social media to interact with the customers and to market the cafe. This digital identity is important for the establishment of brand awareness, and reaching the target clients. The new Flamingo Cafe in Roker Park will probably follow this pattern; the utilisation of appealing visual content will market their menu, as well as their beautiful park location. Online booking facility and possibly a cafe app for order too can increase customer convenience. Flirting with visits by local community groups, or events in the park might offer other promotional possibilities. Due to the health related nature of the cafe, partnership with local health and wellbeing initiatives could also be of importance to promotional and community purposes.

## **6. Sunderland's Economic and Social Context**

Knowledge about economic situations of Sunderland is very important in analyzing the possibility of success of Flamingo Cafe. Employment rate in Sunderland stands at 72.4% among ages 16 to 64 (year ending December 2023) – compared with previous year. Unemployment rate for the same period also went down to 4.1% from last year. The Median gross weekly pay of full time workers staying at Sunderland in 2024 was £643.6. Although the numbers of employed show an upward trend, the average wage is an indicator of the common spending power of the local population to which the price strategy of Flamingo Cafe should be subject. Sunderland has big ambitions for economic growth and regeneration according to Sunderland Economic Masterplan and the UK Shared Prosperity Fund Investment Plan. These plans target at creating low carbon economy, reviving city center and attracting investment that might result in a more vibrant local economy and more customers for enterprises such as Flamingo Cafe. But it should be mentioned that even Sunderland has some problems in the form of deprivation and smaller average salaries than compared to the entire UK. Thus, Flamingo Cafe will require an offer that appeals to the populace in the area, a good quality and health at reasonable prices.

Social trends with respect to health and wellbeing in Sunderland – as discussed above – indicate important health problems such as increased levels of obesity, smoking and alcohol-related harm. These developments represent the demand for and the market for healthier food offerings. There are health inequalities within Sunderland and, in more deprived areas, there is often low health outcome. This implies that Flamingo Cafe may think of a targeted marketing or availability programmes to penetrate into the varying socioeconomic sections of the city. The growing attention to mental wellbeing is also a trend of the social environment because, with the rising number of wellbeing cafes, such as Betsy Jenny, one may conclude that people need spaces that promote both physical and mental health. Flamingo Cafe may adopt features that engender a comfortable and serene setting to attract this rising consciousness of whole body wellness.

## **7. Food Business Regulations in Sunderland**

Ensuring the operation of Flamingo cafe in Sunderland will mean compliance to some food business regulations. One of the basic requirements is the registration of the food premises with Sunderland City Council not less than 28 days before starting of trade. This registration is free, and can be completed over the Internet, so this is an easy first step. Besides, it is also necessary for Flamingo Cafe to have a completely documented Food Safety Management System working so as to adhere to the food hygiene standards. If the menu and supply chain require, Flamingo Cafe may also require certain approvals in addition to registration, should the cafe handle and supply products of animal origin (meat, fish, or dairy) to other businesses as an important element of its business. Examples of food that may require approval may be meat and poultry, meat products, minced meat preparations, fish and fish products, live bivalve molluscs, meat or fish ready meals, and milk and dairy products, honey. However, exemptions may be made for those retailers that do not have a marginal, localized and limited supply of such products. To know the exact details on what is required in order to approve Flamingo Cafe, it is essential to get in contact with City and Neighbourhood team from Sunderland City Council.

A high standard of food hygiene is important for all food business, and in Sunderland the average food hygiene rating gives an improving but still less than some other areas in the region. The Food Hygiene Rating Scheme (FHRS) determines the levels of business food handling hygiene and the physical condition of premises and the safety management practices for awarding the business ratings between 0 and 5. Coming up with a high rating (4 or 5) makes a huge indicator of quality and safety for the consumers. Sunderland has witnessed documented warnings, improvement of hygiene notices and even closures of food businesses because of food hygiene regulations infringement, highlighting reasons for the need to be strict. Comprehensive food hygiene training for all the staff is a really good action. This action should be undertaken by Flamingo Cafe in advance to guarantee that the highest standards are achieved as well as sustained.

## 8. Key Marketing Mix Recommendations

Based on the evaluation of marketing practice, several recommendations can be made for Flamingo Cafe in Roker Park:

- **Product & Services:** Keep the “clean eating” mentality on the forefront with the focus on tempting and pleasing to the eye healthy alternatives including vegan and gluten-free options. Consider seasonal menu items and possibly to those very specific to the park’s visitors (for instance, family-style meals or picnic take out). Maintain the dog-friendly policy.
- **Place:** Use the unique position in Roker Park to its full potential with extensive use of outdoor seating and a warm pleasant environment that suits the park effect. Install sufficient signage that will make the park visible.
- **Price:** Conduct in depth scrutiny of rival pricing and local economic environment so as to develop a competitive pricing strategy, one that would express the quality of the ingredients and the overall value proposition. Consider having value deals or a loyalty program to make your brand more affordable and with better repeat business.
- **Promotion:** Keep posting actively on social media making your menu, location, and offer/event visible. Create an online presence that’s user friendly with booking and potential on-line ordering. Find collaborations with such community groups as park events, and health and wellbeing initiatives for raising a visibility and establishing relationships within the community.

## **9. Conclusion**

The analysis shows high potential for a healthy food cafe as in Flamingo in Sunderland. The current health and wellness trends and the team' previous experience serve as a ground of success. Although there are challenges like competition and the local economic environment, the prospects for Flamingo to succeed in its new site in the Roker Park are that high. Through an effective exploitation of the trends in health and wellness, optimal exploitation of the unique location, successful differentiation from competitors, careful consideration of the local economic and social context and a thorough marketing mix as well as a complete regulatory compliance, Flamingo Cafe can become a powerful and successful healthy eating The experience out of the previous venture in Seaham along with a forward looking attitude to the new venue shall help achieve this potential.

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