



MEALS ON WHEELS SERVICE REVIEW

A Review by the
Community Wellbeing and Older People
Policy & Scrutiny Committee

June 2011



Essex County Council

C O N T E N T S

PREFACE

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People Policy and Scrutiny Committee, Councillor Bill Dick** **1**

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PREFACE

PREFACE TO FOLLOW

I commend this report to you.



COUNCILLOR BILL DICK

Chairman of the Community Wellbeing and Older People Policy and Scrutiny Committee

GLOSSARY OF TERMINOLOGY

CWOP P & SC	Community Wellbeing and Older People Policy and Scrutiny Committee
WRVS	Women's Royal Voluntary Service
ECC	Essex County Council

Background

The three year meals service contract with Women's Royal Voluntary Service (WRVS) commenced in October 2007 and was extended for 2 years (no break clause) from the 1 October 2010. Based on current usage the revenue contract value to WRVS is worth £15m over the 5 years with, at the commencement of the service review in November 2010, £6m value remaining. This revenue level results in a current Essex County Council (ECC) subsidy level of £1m per annum. From 1 October 2010 the cost of a standard meal is £5.48 which will increase to £5.58 from 1 October 2011.

The meals service provides the following to qualifying service users:

- Hot and frozen meals are provided 365 days of the year across Essex to 1,663 vulnerable adults as at 1 October 2010); 99% of the meals provided are hot, with only 13 service users receiving a frozen meals
- The meals provided fulfil diverse dietary and ethnic requirements.
- Families are given reassurance that a health and wellbeing check is provided by WRVS. This includes for example:
 - raising an alarm if the service user does not answer their door
 - assists service users in the event of falls
 - ensure that services user are warm in winter and hydrated in hot weather.
- Service users have contact with drivers when the meal is delivered, providing some social interaction

The number of service users receiving a meal has remained consistent over the last 18 months.

Benefits of a Meal Service

The Meals Service is not a statutory service, however, it is positioned to provide an alternative to low level domiciliary support. The majority of service users receiving a meal service have significant needs and often the meal service is the only service they receive. This service includes a 'safe and well check' which includes elements of a home support visit.

If the Council ceased the provision of a meal service they would need to provide alternative means for the service users to avail themselves of a meal as well as ensuring the service users continued safety and wellbeing.

Essex County Council subsidises each meal to qualifying service users. The service users are charged £3.50 per meal with ECC subsidising the remainder of the cost of the meal. Service users who require a diabetic, vegetarian, kosher or halal meal are all catered for. The true cost of these meals are higher than that of the standard meal. The additional charge paid by ECC (the current subsidy being £2.46) for the following specific ethnic/dietary requirements are:

Kosher meals £4.07

Kosher Passover meals £5.54

Halal meals £0.76

Afro-Caribbean meals £0.96

Sikh meals £0.30
 Hindu meals £0.30
 Salads with dessert £0.46
 Pureéd meals £0.90
 Texture modified meals £1.04
 Diabetic meals £1.04

The distribution of service provision across the county is shown in Fig. 1 below:

Fig. 1: Meals on Wheels Service User distribution by district/borough

District/Borough	No. of meals
Basildon	181
Braintree	141
Brentwood	110
Castle Point	121
Chelmsford	221
Colchester	157
Epping Forest	137
Harlow	39
Maldon	90
Rochford	128
Tendring	197
Uttlesford	141
Total	1,663

Summary of Witness Sessions

The Committee has heard, two witness sessions during the service review of Meals on Wheels. The Committee has also undertaken two site visits to the Pitsea and Colchester WRVS distribution centres. These were held on:

11 November 2010. Presented by Dawn Grover, Account Manager, Stuart Watkins, Senior Account Manager and Linda Flynn, Senior Operational Development Manager

10 May 2011. Presented by Gary Raynor, Community Wellbeing Delivery Manager

Witness session 1: 11 November 2010

The Committee received a report at Annex B (CWOP/40/10) providing a brief overview of the Meals on Wheels Service in Essex. The Chairman opened the session by dispelling press reports that the service was to be abolished stressing that the Meals on Wheels service sustained clients within the community. However, there was a need to look forward and consider potential service enhancements that could be recommended to shape the new Meals on Wheels Service contract (currently with WRVS) when it came up for renewal in October 2012.

(a) Subsidy

Service users had to meet the 'critical and substantial criteria to qualify for receiving the meals. Those not qualifying were given details by Social Care Direct of other alternative service providers.

There was a total ECC subsidy of £1m per annum for the current contract. The cost of the meals provided and the subsidy received for each meal varied as different meals could be provided to meet dietary, cultural and religious beliefs. Members suggested that the service could consider just providing a main course as often a sweet was not required and would go to waste. It was also noted that current service usage in Harlow was particularly low.

Members discussed the low usage rate for frozen meals whilst acknowledging that it was difficult to promote the service as many existing and potential users of the service may not have sufficient cognitive ability, particularly those with dementia, to use the service and to subsequently heat up the meals themselves. The provision of frozen meals often would then require a carer visit to heat it up which would be a further means tested benefit and could incur further cost to the user.

(b) Safe and Well Check and non-qualifying service users

Meals on Wheels operatives were required to undertake a 'Safe and Well Check', chatting to service users to note any significant changes in behaviour and condition that might signal a deterioration in their health and wellbeing. It was recognised that this time spent by the driver with the service user could have significant positive effects on their health and wellbeing and that training drivers in this essential function was crucial. It was stressed that it was important to emphasise in the contract that the driver should have sufficient time to carry out this additional function. Members also highlighted that many service users had poor eyesight and that good quality and clear menu sheets should be provided. Copies of the Essex Meals Customer Survey (February 2010) were available at the meeting for Members to collect.

Members questioned whether there should be provision in future contracts for the contractor (currently WRVS) to take on extra non-qualifying service users (who would pay the full cost of the service) and it was agreed that this could be included in the review. WRVS had indicated that they were looking to diversify their service. It was confirmed that WRVS had a complaints procedure and there was a service user feedback process in place.

(c) Distribution centres

The number of Meals on Wheels distribution centres in Essex had been reduced from five to four after the closure of the Epping site. Whilst there had been some teething problems as part of the re-organisation, the service was now working well with 14 vans heating up food on route. A business continuity plan also was in place to ensure levels of service were retained during bad weather.

Members agreed to undertake site visits to distribution centres to add value to the service review.

(d) Conclusion and further information required

After further discussion the following further information was requested by the Committee to assist their review:

- Data on any noticeable reduction in usage rates since the closure of the Epping distribution centre
- Age profiles of service users
- The period of time service users had used the service
- How many kosher, halal, vegetarian and other ethnic meals are provided
- The present subsidy per meal; and whether this was likely to increase/decrease,
- Who monitors the nutritional value of meals?

Witness session 2: 19 May 2011

The Committee received a report at Annex C (CWOP/23/11) providing information on luncheon clubs that were ECC funded, district/borough council funded, or independently funded; as well as private meal providers.

(a) ECC funded luncheon clubs

Members had previously questioned whether some people who did not qualify for Meals on Wheels service chose, instead, to visit luncheon clubs. The analysis provided for the meeting indicated variations in the level of subsidy provided for ECC funded luncheon clubs. Clubs based in Harlow, for example, were in areas where it had historically been hard for council officers to engage with minority and ethnic groups on health and wellbeing matters. It was noted that the lunch provided was only part of a broad range of activities at these centres, and that luncheon club members would be paying a membership fee to reflect this. It was stressed to elected Members that the value of luncheon clubs was the social interaction, stimulation and general wellbeing of the attendees together with the opportunity to disseminate ECC information, advice and guidance.

(b) Essex Cares luncheon clubs

Essex Cares ran day centres utilising meal providers throughout Essex although information on the numbers attending were unknown. ECC 's contract with Essex Cares to run these services stipulated contractual obligations on particular outcomes and not on funding allocations for each specific activity. It was acknowledged that further drilled down information on these services may not be easily available. However, it was stressed that the Committee were trying to ascertain if some people using these luncheon club facilities on one or more specific days of the week (because they did not qualify for Meals on Wheels) might, if given the opportunity, wish to use a purchased full cost Meals on Wheels service on other days. If this was the case then the cost effectiveness of the extra service would need to be evaluated.

(c) Other luncheon clubs

The analysis did not provide information on financial assistance from outside bodies. Members queried whether there were other clubs not included in the analysis that might receive funding from other organizations such as charities.

(d) Health and wellbeing benefits and cost effectiveness

It was stressed that the analysis on luncheon clubs had provided general costs per meal for a population that did not meet the critical and substantial needs assessment to qualify for the Meals on Wheels service. As indicated previously there were also health and wellbeing benefits for attendees at these clubs. Members were reminded that there was also a care call element within the Meals on Wheels service. Part of the current evaluation of the Meals on Wheels service was whether the subsidy could be justified as a prevention strategy for those with wider needs and thereby make Meals on Wheels more cost effective. Discussions on the wellbeing element of the service were ongoing with the WRVS. ECC needed to consider if quicker and more consistent pricing responses should be made to reflect the higher imported food costs incurred by WRVS. However, the Cabinet Member was uneasy with increases in contributions for some of the most vulnerable people in society and stressed that ECC should not strive to further disadvantage them. The Cabinet Member highlighted an initiative to encourage parish councils to be more involved in the running of certain local community wellbeing services.

(e) Conclusion

In conclusion Members appreciated the need to find a suitable financial balance to ensure the cost effectiveness of subsidies for both luncheon clubs and the Meals on Wheels service and meeting the ongoing cost of high level support for those with critical needs in the community. At the same time, the scrutiny being conducted by the Committee would need to consider potential service enhancements that could be recommended to shape the new Meals on Wheels Service contract (currently with WRVS) when it came up for renewal in October 2012. Members recommended to Officers that a revised pricing policy for Meals on Wheels be drawn up and that they look at incorporating inflationary increases in future.

Additional data provided to the Committee

Fig. 2 below shows Meals on Wheels service users by locality and age group. This data was provided to the Committee following a question raised at the first witness session.

Fig. 2: Meals on Wheels Service User distribution by age and locality

Count of SWIFT	Age Group						
District	Age Missing	0 - 18	18 - 64	65 - 70	71 - 75	76+	Grand Total
Basildon	7		7	4	11	172	201
Braintree	3		4	5	9	126	147
Brentwood	4	1	7	4	2	88	106
Castle Point	4	1	3	3	5	119	135
Chelmsford	9		2	7	17	186	221
Colchester	9	1	11	8	8	119	156
Epping Forest	18		4	2	6	102	132
Harlow	4			1	1	32	38
Maldon	2		3	2	3	61	71
Rochford	2			2	8	113	125
Tendring	36		4	4	3	142	189
Uttlesford	5	1	1	4	4	128	143
Grand Total	103	4	46	46	77	1388	1,664

Fig. 3 below highlights the Meals on Wheels service users by the average number of months the users remain on the service. Again, this data was provided following a question raised at the first witness session.

Fig. 3: Meals on Wheels Service Users by the average months they remain on the service

Count of SWIFT	
Time Groupings	Number of months on the service
0 - 5 Months	326
5 Months - 1 Year	295
1 Year - 1 Year 5 Months	159
1 Year 5 Months - 2 Years	143
2 Years - 2 Years 5 Months	67
2 Years 5 Months - 3 Years	92
3 Years - 3 Years 5 Months	123
3 Years 5 Months - 4 Years	66
4 Years - 4 Years 5 Months	45
4 Years 5 Months - 5 Years	56
5 Years - 5 Years 5 Months	36
5 Years 5 Months - 6 Years	47
6 Years - 6 Years 5 Months	28
6 Years 5 Months - 7 Years	35
7 Years - 7 Years 5 Months	24
7 Years 5 Months - 8 Years	24
8 Years - 8 Years 5 Months	23
8 Years 5 Months - 9 Years	75
Grand Total	1664

Member Site Visits to Meals on Wheels Distribution Centres

Pitsea: Wednesday, 9 March 2011

The Pitsea distribution centre delivers c. 750 meals daily, and has a waiting list to get onto the service.

The manager of the distribution centre informed Members that she had been trying to get a private 'hot' service off the ground; however the VAT rise seems to have priced people out of the market. As the county Meals on Wheels service is a hot delivery service Essex CC pays the VAT but claims this back, whereas a private service would have to pass the VAT onto the customer. VAT is claimed back on the meals by ECC.

Service users are charged £3.50 per day for the service, with the ECC subsidy paying the rest. Once a service user's payments are exhausted, ECC is effectively the debt collector. The WRVS does not stop the service to debtors – they await information from ECC to halt the service.

There are different payment options for service users: cash payments, direct debit, monthly account etc. Each customer receives a receipt upon delivery. The WRVS has a concern when cheques are withdrawn as this may impact upon debt issues.

If the WRVS receives a call by 10.00 a.m. they can cancel the meal for that day at no charge to the customer. All drivers work part-time; at the Pitsea site there are only two full-time members of staff.

The WRVS deliver a limited number of frozen meals. In respect of frozen meals Apertito deliver Wiltshire Farm Foods in the area and almost have a monopoly on frozen meal delivery.

The WRVS use Tillery Valley Foods as the supplier of meals for the Meals on Wheels service.

The WRVS would be a more efficient service if it didn't have to collect money during the delivery rounds. Pre-payment cards would be a better and more secure service for drivers as well as clients. The WRVS would wish to look into the technology available to allow the use of pre-payment cards/swiping of cards. Personal budgets could be one way of streamlining payments as the monies for the service could be debited directly from the personal budgets. The WRVS reported that some service users are either not keen to pay or do not know how to access their finances. If this situation is on-going the WRVS report the situation to the area care teams.

Only around 6% of service users take the option of breakfast and tea meals, and the WRVS makes a negligible profit on this service. These services are delivered alongside the hot meals delivery service.

The services prevention issues were highlighted with around 40 service users each year found on the floor by drivers. The Safe and Well check is a vital aspect of the delivery service. If there is an emergency the drivers telephone the WRVS office immediately; if there is a concern the drivers wait until they return to the office (this would include safeguarding concerns). The concerns are all logged to relevant people, whether that be family members or to the area care teams.

Colchester: Wednesday, 6 April 2011

The Colchester centre covers the areas of Colchester, Tendring, Braintree as well as Maldon and Heybridge.

The take-up of breakfast and tea services is similar to that in the Pitsea distribution area: around 6%. It was reported that there is a higher take-up of the breakfast and tea service in the Saffron Walden area – this may be due to rural isolation. The luncheon clubs in the Saffron Walden area (funded by Uttlesford DC) are not as well attended as they have previously been.

The white WRVS vans are on a two-year lease (the contract was only awarded for two years, hence the length of the lease). A three-year lease on the vans could select a cheaper priced meal for service users.

It was reported that data related to vegetarian meals is not necessarily correct as the vegetarian tick box does not pick-up all the different dietary requirements. In these cases the WRVS has to overwrite the tick box.

The most expensive meals to produce are kosher and halal, with kosher meals being more costly.

The polystyrene boxes in which the meals are delivered are fully washable.

The suppliers (Tillery Valley Foods) deliver the food to the distribution centre as frozen.

It was reported that Mersea Town Council provides its own meals delivery service; however, this does not operate every day. There is also a meals delivery service (Tiptree Meals) operating in Tiptree. Additionally, there are various private companies operating in-and-around the Clacton and Frinton areas who provide a hot daily meals service seven days a week. The cost of these meals is thought to be around £4.00 for the main meal, with a dessert available for £1.75. Some of the WRVS drivers have been poached by these private companies. The private companies, however, do not provide a safe and well check; and it is reported they leave the meals on the doorstep of a client if they do not receive an answer. It is also not clear whether the drivers for private companies are CRB checked. It was suggested that Public Health could look at how the private companies are monitored in liaison with the local authorities.

There are discussions to be had regarding the VAT paid on the hot meals service. It was suggested that Liberal Democrat Members should contact Paul Burstow MP, the Minister of State at the Department of Health to raise the issue.

It was re-iterated that during severe weather the WRVS drivers still manage to get out and deliver the meals on wheels service when this is not always the case with private companies. This is an overt sign of the commitment of the WRVS to deliver the service in Essex.

Diversification is something the service could look at in the future, i.e. providing a number of meals to hospitals/nursing homes during emergencies and severe weather.

Conclusion and Recommendations

Following consideration of the evidence received at the witness sessions, papers which accompanied them and site visits to the WRVS Distribution Centres in Pitsea and Colchester the Community and Older People Policy and Scrutiny Committee would wish the Cabinet Member for Adults, Health and Community Wellbeing as well as senior officers to receive the following recommendations for the Meals on Wheels Service:

RECOMMENDATION 1

The Committee recommends the use of pre-payment cards for the meals on wheels service as a more secure service both for the service user and distribution drivers. The Committee would wish to scope technology available to allow the use of pre-payment cards.

Owners: Cabinet Member for Adults, Health and Community Wellbeing

Implementation Review Date: December 2011

Impact Review Date: June 2012

Members of the Committee heard at both site visits issues around VAT. ECC pays the VAT as the service is a hot delivery service, but is able to claim this back. Further discussion and clarification of the status of the service with regard to VAT should be had.

RECOMMENDATION 2

The Committee would wish for discussions between the Cabinet Member and the Minister of State at the Department of Health should be entered into with regard to the VAT status of the hot meals service.

Owners: Cabinet Member for Adults, Health and Community Wellbeing

Implementation Review Date: December 2011

Impact Review Date: June 2012

The WRVS has a two-year lease on the delivery vans, this lease runs alongside the two-year extension to the Meals on Wheels contract.

RECOMMENDATION 3

The Committee recommends that when the contract for the service is renewed in October 2012 the contract holder should be requested to take out a three-year lease on the adapted delivery vans which should be reflected in the contract price for the service.

Owners: Cabinet Member for Adults, Health and Community Wellbeing

Implementation Review Date: December 2011

Impact Review Date: June 2012

There is an opportunity to open up the marketplace to people who may not qualify for the service at present.

RECOMMENDATION 4

The Committee recommends that there should be liberalisation of the Meals on Wheels service giving those that do not currently qualify for the meals service the opportunity to buy-in to the service. This would also allow for diversification of the service allowing the Meals on Wheels contract holder to look into providing its service to hospitals/nursing homes, luncheon clubs etc., and also provide the service during emergencies and inclement weather to those who may have difficulty in obtaining meals from their regular source.

Owners: Cabinet Member for Adults, Health and Community Wellbeing

Implementation Review Date: December 2011

Impact Review Date: June 2012

The price of the Meals on Wheels service has remained static for some time. Members of the Committee appreciate the need to find a suitable financial balance to ensure the cost effectiveness of subsidies for both luncheon clubs and the Meals on Wheels service and meeting the ongoing cost of high level support for those with critical needs in the community. Members recommended to Officers that a revised pricing policy for Meals on Wheels be drawn up and that they look at incorporating inflationary increases in future.

RECOMMENDATION 5

The Committee would recommend that officers revise the pricing policy of the Meals on Wheels service which takes into account inflationary increases in the future.

Owners: Cabinet Member for Adults, Health and Community Wellbeing

Implementation Review Date: December 2011

Impact Review Date: June 2012

Essex County Council currently subsidises the Meals on Wheels service at a cost of £2.46 a meal, as stated above there is a higher subsidy to meet the ethnic and dietary requirements of some service users. Given budgetary pressures on all local authorities a decision needs to be made on the level of subsidy the Authority once the contract is renewed in October 2012.

RECOMMENDATION 6

The Committee recommends that the Meals on Wheels service should be cost-neutral when the contract for providing the service is renewed in October 2012.

Owners: Cabinet Members for Adults, Health and Community Wellbeing and deputy Leader, Finance and Transformation Programme

Implementation Review Date: December 2011

Impact Review Date: June 2012

The additional cost for specialist ethnic meals is quite significant and a cheaper service should be sought.

RECOMMENDATION 7

The Committee recommends that the appropriate faith groups are contacted and negotiation should take place to ensure a cheaper service.

Owners: Cabinet Member for Adults, Health and Community Wellbeing

Implementation Review Date: December 2011

Impact Review Date: June 2012

Scoping Document for Scrutiny

Policy and Scrutiny Scoping Document

Committee	Community Wellbeing and Older Peoples Policy and Scrutiny Committee	
Topic	Meals on Wheels	Ref: CWOP-SCR-
Objective	<ul style="list-style-type: none"> • To investigate the current status of the Meals on Wheels service in Essex, and its future • To ensure the service is available to all that need it, and is easily accessible • To determine what processes the service has in place during a period of economic hardship 	
Reasons for undertaking review	<ul style="list-style-type: none"> • To ascertain the success of the current Meals on Wheels service • To establish the cost efficiency of the service • To assess the future of the service 	
Method <ul style="list-style-type: none"> • <i>Initial briefing to define scope</i> • <i>Task & Finish Group</i> • <i>Commission</i> • <i>Full Committee</i> 	Full Committee – for detailed scoping and background information	
Membership <i>Only complete if Task and Finish Group or Commission</i>	Full Committee.	
Issues to be addressed	<ul style="list-style-type: none"> • To be considered 	
Sources of Evidence and	<ul style="list-style-type: none"> • WRVS • ECC social care officers 	

witnesses			
Work Programme	Scrutiny review to commence in October 2010 with consideration of scoping document		
Indicators of Success	To be completed.		
Meeting the CfPS Objectives <ul style="list-style-type: none"> • <i>Critical Friend Challenge to Executive</i> • <i>Reflect Public voice and concerns</i> • <i>Own the scrutiny process</i> • <i>Impact on service delivery</i> 	<ul style="list-style-type: none"> • Impact on service delivery during a period of financial austerity 		
Diversity and Equality <i>Diversity and Equality issues are to be considered and addressed.</i>	To be considered		
Date agreed by Committee			
Future Action			
Governance Officer	Robert Fox	Committee Officer	Graham Hughes
Service Lead Officer(s)			

Policy & Scrutiny Committee Community Wellbeing and Older People**Date** 11 November 2010

Report by: Dawn Grover, Account Manager/Stuart Watkins, Senior Account Manager
Telephone: 01268 643326/01268 643302
Email: dawn.grover@essex.gov.uk/stuart.watkins1@essex.gov.uk

Meals on Wheels Service Background

The purpose of this report is to provide Members with a brief overview of the Meals on Wheels Service in Essex.

Background

The 3 year Meals Service contract with WRVS commenced in October 2007 and was extended for 2 years (no break clause) from the 1st October 2010. Based on current usage the revenue contract value to WRVS is worth £15M over the 5 years with £6M value remaining. This revenue level results in a current ECC subsidy level of £1M per annum. From the 1st October 2010 the cost of a standard meal is £5.48 increasing to £5.58 from the 1st October 2011 £5.58

What the Meals service provides

- Hot and frozen meals are provided 365 days of the year across Essex to 1663 vulnerable adults. 99% of the meals provided are hot, with only 13 service users receiving a frozen meal.
- The number of service users receiving a meal has remained consistent over the last 18 months.
- The split of service users across the county is shown below.
- The meals provided fulfil diverse dietary and ethnic requirements.
- Families are given reassurance that a health and wellbeing check is provided by WRVS. This includes for example:
 - raising an alarm if the service user does not answer their door
 - assists service users in the event of falls
 - ensure that services user are warm in winter and hydrated in hot weather.
- Service users have contact with drivers when the meal is delivered, providing some social interaction

Benefits of a Meal Service

The Meals Service is not a statutory service, however, it is positioned to provide a alternative to low level domiciliary support. The majority of service users receiving a meal service have significant needs and often the meal service is the only service they receive. This service includes a 'safe and well check' which includes elements of a home support visit.

If the Council ceased the provision of a meal service they would need to provide alternative means for the service users to avail themselves of a meal as well as ensuring the service users continued safety and wellbeing.

Existing Plans for the Meals Service

It is planned to review the need for this service and how it is operated post October 2012 and consider possible future procurement options. Members will be involved in this process.

Service User Distribution

Basildon District	181
Braintree District	141
Brentwood District	110
Castle Point District	121
Chelmsford District	221
Colchester District	157
Epping Forest District	137
Harlow District	39
Maldon District	90
Rochford District	128
Tendring District	197
Uttlesford District	141
Total	1663

INFORMATION FOR THE SCRUTINY PROCESS (APRIL 2011)

ECC FUNDED LUNCHEON CLUB

LUNCHEON CLUB	CATCHMENT AREA	MEMBERS / ATTENDEES	FUNDED BY	FUNDED AMOUNT / COSTS	OTHER FUNDING SOURCES
FOUNDRY COURT Colchester Road Lawford, Manningtree CO11 1EJ <i>Contact : Tracey Redfern</i> 01206 397055	Manningtree	Average 16 per day 192 per month (50 weeks pa) Mons, Wed & Thurs	ECC – AH&CW Approx £3.50 subsidy per head (<i>for just the food serving and co-ordination</i>) Approx £10.09 subsidy per head (<i>includes funding for venue lease, co-ordination, serving</i>)	£8,400 Per Annum for the coordination and £15,832 for the lease - 2010/11 (Attendees pay £4.00 2 Course Lunch)	-
HARLOW CHINESE COMMUNITY CENTRE Lower Meadow, Commonsides Road Harlow CM18 7RT <i>Contact : Janet Hammond</i> 01279 414096 / harlowchinese@yahoo.co.uk	Harlow	Approx 60 Monthly	ECC – AH&CW Approx £11.00 subsidy per head (<i>includes funding for venue, co-ordination, cooking, serving, volunteers & wellbeing info & activities</i>)	£8,000 Per Annum - 2010/11 (Attendees pay between £2-5.00 Full Lunch) Membership fee £5 pa	-

HARLOW MILAN MANDAL SENIORS Pentacre, Tye Green Village, Harlow CM18 6QZ <i>Contact : Niru Rajani</i> 01279 412977 / niru@rajanifamily.com	Harlow & Hertfordshire border area	Approx 30 Twice monthly	ECC – AH&CW Approx £6.90 per head <i>(includes funding for venue, co-ordination, heating, serving, volunteers & wellbeing info & activities)</i>	£5,000 Per Annum - 2010/11 Membership fee £36 pa	Greenroots Grants Harlow District Council Hertfordshire Council
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LUNCHEON CLUB	CATCHMENT AREA	MEMBERS / ATTENDEES	FUNDED BY	FUNDED AMOUNT / COSTS	OTHER FUNDING SOURCES
ESSEX CARES (Day Centres via Meal Providers) Essex Cares Ltd, Newport House, Chelmsford CM2 7TL <i>Contact : 01245 476 394</i>	Essex	Day Centres utilising meal providers Numbers unknown	ECC AH&CW Contract	<i>Currently unknown</i> Via Frozen Meal Providers - Apetito - Manningtree Station Buffett (£3.50) - Meals on Wheels (£3.50) - Wiltshire Foods (£5.00) - WRVS Food Services Ltd (£3.50)	-

DISTRICT COUNCIL FUNDED CLUBS

LUNCHEON CLUB	FUNDED BY	FUNDED AMOUNT / COSTS
BASILDON DISTRICT COUNCIL : <ul style="list-style-type: none"> • THE GEORGE HURD DAY CENTRE • THE LAINDON DAY CENTRE • THE PITSEA DAY CENTRE <p><i>Contact :</i> Tricia Radmore – Co-ordinator 01268 465 854</p>	<p>Day centre Welfare Catering funded by Basildon Council</p>	<p>£3.20 2 Course Lunch Monday to Friday</p> <p>Membership fee £4.00 pa residents of Basildon district £8.00 pa residents outside Basildon district</p>
BRAINTREE DISTRICT COUNCIL : <ul style="list-style-type: none"> • HALSTEAD SENIOR CITIZENS CENTRE <p><i>Contact :</i> Sharon 01376 557773 / 01787 476241</p>	<p>Subsidised by Braintree Council with a paid cook</p>	<p>£2.75 3 Course Lunch Monday to Friday</p> <p>Up to 25</p>
BRENTWOOD, CASTLEPOINT, CHELMSFORD & COLCHESTER BOROUGH COUNCILS and EPPING, HARLOW, MALDON, ROCHFORD, UTTLESFORD & TENDRING DISTRICT COUNCILS <i>advised that they do not run any Luncheon Clubs / Day Centres.</i>		

INDEPENDENTLY FUNDED LUNCHEON CLUBS

This is a representative sample as there is a large number of lunch clubs in the county.

LUNCHEON CLUB	CATCHMENT AREA	FUNDED BY	FUNDED AMOUNT / COSTS	OTHER FUNDING SOURCES
AGE CONCERN CANVEY The Paddocks, Long Road, Canvey Island SS8 0JA <i>Contact : 01268 515883</i>	Canvey Island	Age Concern / Volunteers	£3.00 2 Course Lunch Tuesday & Thursday	-
AGE CONCERN ESSEX / CHELMSFORD 112 Springfield Road, Chelmsford Essex CM2 6LF <i>Contact : 01245 346106</i>	Chelmsford	Age Concern / Volunteers	£4.00 2 Course Lunch Monday to Friday	Chelmsford County Council
AGE CONCERN LUNCH CLUB MALDON Friends Meeting House, Butt Lane CM9 5HD <i>Contact : Pat Clark 01621 852950</i>	Maldon	Age Concern / Volunteers	£3.50 2 Course Lunch Every Thursday Up to 50 attendees	<i>Age Concern covers any shortfalls</i>
BILLERICAY LADIES PROBUS CLUB Mount Avenue, Hutton, CM13 1BQ <i>Contact : Margaret Berry 0208 84916593</i>	Brentwood	Self funded Private	2 nd Monday of each month	-

LUNCHEON CLUB	CATCHMENT AREA	FUNDED BY	FUNDED AMOUNT / COSTS	OTHER FUNDING SOURCES
CHRIST CHURCH LUNCH CLUB London Road, Braintree CM7 2LD <i>Contact : 01376 326628</i>	Braintree	Volunteer Service	£3.50 3 Course Lunch Every Wednesday Up to 40	-
CISCA HOUSE - SENIOR CITIZENS ASSOCIATION Cisca House, Paddocks Area, Canvey Island <i>Contact : 01268 680985</i>	Canvey Island	Volunteer Service	£2.90 2 Course Lunch Monday to Friday	-
DUNMOW BLIND & HOUSEBOUND SOCIAL CLUB Dunmow Day Centre, Great Dunmow CM6 1EQ <i>Contact : 01371 872112 / 856253</i>	Great Dunmow	Volunteer Service	£5.00 2 Course Lunch Every 2 nd Tuesday	-
FAMILY SUPPORT CLACTON Wellbeing Centre Imperial House (Day Centre) & Clacton Village Hall <i>Contact : Kate 01255 432132</i>	Clacton	Local Charity / Volunteer Service	£6.00 2 Course Lunch Tuesday to Friday Thursday	-

LUNCHEON CLUB	CATCHMENT AREA	FUNDED BY	FUNDED AMOUNT / COSTS	OTHER FUNDING SOURCES
FOOD ON FRIDAY Tile Kiln Church, Robin Way, Chelmsford CM2 8AU <i>Contact : 01245 269691</i>	Chelmsford	Church	Free Every 2 nd Friday	-
GREAT BADDOW COMMUNITY CARE LUNCHEON CLUB United Reformed Church, CM2 7HU <i>Contact : Barbara Locker 01245 474419</i>	Chelmsford	Volunteer Service via Great Baddow Community Care Group	£4.00 Every Tuesday Up to 36	-
GREAT WAKERING DAY CENTRE / HELPING HANDS High Street, Gt Wakering, SS3 0AB <i>Contact : Mr Lewis 01702 219856</i>	Great Wakering	Volunteer Service in partnership with Helping Hands	£3.50 Monday & Wednesday Up to 60	-
HOCKLEY & HAWKWEEL DAY CENTRE Southend Road, Hockley SS5 4QZ <i>Contact : 01702 206208</i>	Hockley & Hawkwell	Volunteer Service	£4.50	-

LUNCHEON CLUB	CATCHMENT AREA	FUNDED BY	FUNDED AMOUNT / COSTS	OTHER FUNDING SOURCES
HULLBRIDGE SENIOR CITIZENS WELFARE COUNCIL The Hullbridge Centre, Windermere Avenue, Hullbridge SS5 6JR <i>Contact</i> : Janet Stacey 01702 230009 / 01702 232060	Hullbridge	Volunteer Service	£3.00 2 Course Lunch Tuesday & Thursday Up to 40	-
KELVEDON HATCH LUNCH CLUB Fane Hall, Church Road CM14 5TJ <i>Contact</i> : Mrs Moss 01277 822233	Kelvedon Hatch (residents only)	Volunteer Service	£3.00 2 Colours Lunch Wednesday	-
RAYLEIGH AGE CONCERN The Todman Centre, Castle Road, Rayleigh SS6 7QF <i>Contact</i> : 01268 775380	Rayleigh & Rochford	Charity / Volunteer Service	£3.00 (£2.50 Travel) Monday to Friday Up to 20	<i>Previously</i> Rochford District Council
ROCHFORD & DISTRICT OLD PEOPLE'S WELFARE COMMITTEE Southend Road, Rochford SS4 1QH <i>Contact</i> : 01702 544288	Rochford	Volunteer Service	£2.50 2 Course Daily	-

LUNCHEON CLUB	CATCHMENT AREA	FUNDED BY	FUNDED AMOUNT / COSTS	OTHER FUNDING SOURCES
ST JOHNS CHURCH (EVERGREEN LUNCH CLUB) St Johns Close, Colchester CO4 <i>Contact : Rev Fuller 01206 843232</i>	Colchester	Church	Free Monthly every Thursday	-
THAXTED DAY CENTRE Vicarage Mead, Thaxted CM6 2QW <i>Contact : Rev Ian Reed 01371 830094</i>	Thaxted	Community Day Centre, Venue owned by Uttlesford Council	£3.75 2 Course Lunch Monday to Friday	-
TIPTREE ACTIVE LIVING CENTRE Chapel Road, Tiptree CO5 0HR <i>Contact : Heather Purdy 01621 819281</i>	Tiptree	Volunteer Service / Essex Cares	£2.80 2 Course Daily	-
WRVS BENFLEET DAY CENTRE Richmond Avenue, Benfleet SS7 5HE <i>Contact : 01268 758624</i>	Benfleet	Self funded	£3.50 2 Course Lunch Tues, Wed & Thurs	-
WRVS OVER 60S CLUB Rectory Road, Hadleigh SS7 2NQ <i>Contact : 01702 559794</i>	Hadleigh	Self funded	£4.00 2 Course Lunch Tues, Wed & Thurs	-

PRIVATE MEAL PROVIDERS

PROVIDER	CATCHMENT AREA	FUNDED BY	APPROX FUNDED AMOUNT / COSTS	OTHER FUNDING SOURCES
MEALS ON WHEELS <i>Contact : Dawn Grover (Contract Manager)</i> 01268 643326	National	ECC – Source & Supply Approx subsidy ranges from £2.00 to £2.30 per head	Service Users pay £3.50 Including delivery	-
APETITO Canal Road, Trowbridge, Wiltshire BA14 8RJ <i>Contact : 01225 753636</i>	Essex	Private	Frozen Meal	-
MANNINGTREE STATION BUFFET Station Road, Lawford CO11 2LH <i>Contact : 01225 753636</i>	North Essex	Private	£3.50 Hot Meal including delivery	-
OAKHOUSE FOODS Romford <i>Contact : 01708 688644</i>	National	Private	£1.65 to £5.00 Frozen Meal including delivery	-

PROVIDER	CATCHMENT AREA	FUNDED BY	APPROX FUNDED AMOUNT / COSTS	OTHER FUNDING SOURCES
WILTSHIRE FARM FOODS 23 Bowlers Croft, Honeywood Road, Basildon SS14 3DX <i>Contact : 01268 288887</i>	National	Private	£1.95 to £5.00 Frozen Meal including delivery	-
TIPTREE MEALS 31 Saffron Way, Tiptree, Colchester Essex CO5 0AY <i>Contact : 01621 816963</i>	Chelmsford, Clacton, Ipswich and surrounding areas to Braintree, Maldon & Suffolk.	Private	£4.95 Hot Meal £3.50 Frozen Meal	-
WRVS FOOD SERVICES LTD Wharf Lane, Vange, Basildon SS16 4SW <i>Contact : 01268 584308</i>	South Essex	Unknown	£3.50 Hot Meal including delivery	-

Essex Meals Survey

Q1 **On how many days a week do you receive a meal?**

	<i>Frozen</i>	<i>Hot</i>
Monday	3.2%	91.5%
Tuesday	2.8%	92.8%
Wednesday	2.8%	91.7%
Thursday	3.2%	90.1%
Friday	3.0%	90.9%
Saturday	2.6%	83.2%
Sunday	3.7%	77.8%

Q2 **Are your meals delivered within our delivery time between 11:45am and 13:45pm?**

<i>Always</i>	77.3%
<i>Mostly</i>	21.4%
<i>Rarely</i>	0.1%
<i>Never</i>	0.1%

Q3 **Does this delivery time suit your needs?**

<i>Always</i>	68.9%
<i>Mostly</i>	28.4%
<i>Rarely</i>	1.2%
<i>Never</i>	0.4%

Q4 **Do you eat your meal straightaway?**

<i>Always</i>	80.6%
<i>Mostly</i>	17.3%
<i>Rarely</i>	1.1%
<i>Never</i>	0.5%

Q5 **Are your meals hot when they are delivered?**

<i>Always</i>	84.4%
<i>Mostly</i>	13.8%
<i>Rarely</i>	1.3%
<i>Never</i>	0.0%

Q6 **Are the portion sizes adequate?**

<i>Always</i>	67.7%
<i>Mostly</i>	25.8%
<i>Rarely</i>	4.3%
<i>Never</i>	0.8%

Q7 **If you have specific dietary or cultural requirements, are they being met?**

	<i>Yes</i>	<i>No</i>	<i>NA</i>
Dietary	27.2%	6.3%	64.3%
Cultural	8.1%	4.5%	83.3%

Q8 **Are your meals tasty?**

<i>Always</i>	48.4%
<i>Mostly</i>	45.3%
<i>Rarely</i>	2.6%
<i>Never</i>	0.3%

Q9 **How do you rate the people delivering the meals?**

<i>Very good</i>	<i>Good</i>	<i>OK</i>	<i>Poor</i>
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Polite	79.6%	9.5%	0.4%
		0.5%	
Friendly	79.8%	10.1%	0.5%
		0.9%	
Helpful	71.9%	10.8%	0.1%
		1.4%	
Clean	71.5%	10.6%	0.1%
		1.3%	
Smart appearance	67.7%	11.4%	0.1%
		2.2%	
Professional	64.9%	12.0%	0.1%
		1.6%	

Q10 Do you feel safer in your home receiving the Meals service, than if you didn't receive it?

Yes	92.8%
No	3.7%

Q11 If a tea service was available would you use it?(tea service consists of a sandwich and a piece of cake or biscuits or salad)

Yes	13.4%
No	80.3%

Q12 Do you receive a monthly statement of your account, either automatically or when you ask for one?

Yes	69.5%
No	20.9%

Q13 Do you consider the service good value for money?

Yes	93.7%
No	3.3%

Q14 If you have a complaint or compliment do you know who and how to contact them?

Yes	73.7%
No	17.6%

Q15 If there was a hot evening meal service available, would you make use of it?

Yes	10.6%
No	81.5%

Q16 Overall, how satisfied are you with the Meals service.

Very satisfied	61.8%
Satisfied	32.2%
Not satisfied	0.9%
Very dissatisfied	0.4%

Q17 If you have any other comments or feedback that you would like to give, please add them below.

27.5%

Q18 Personal details - name and address (leave blank if preferred)

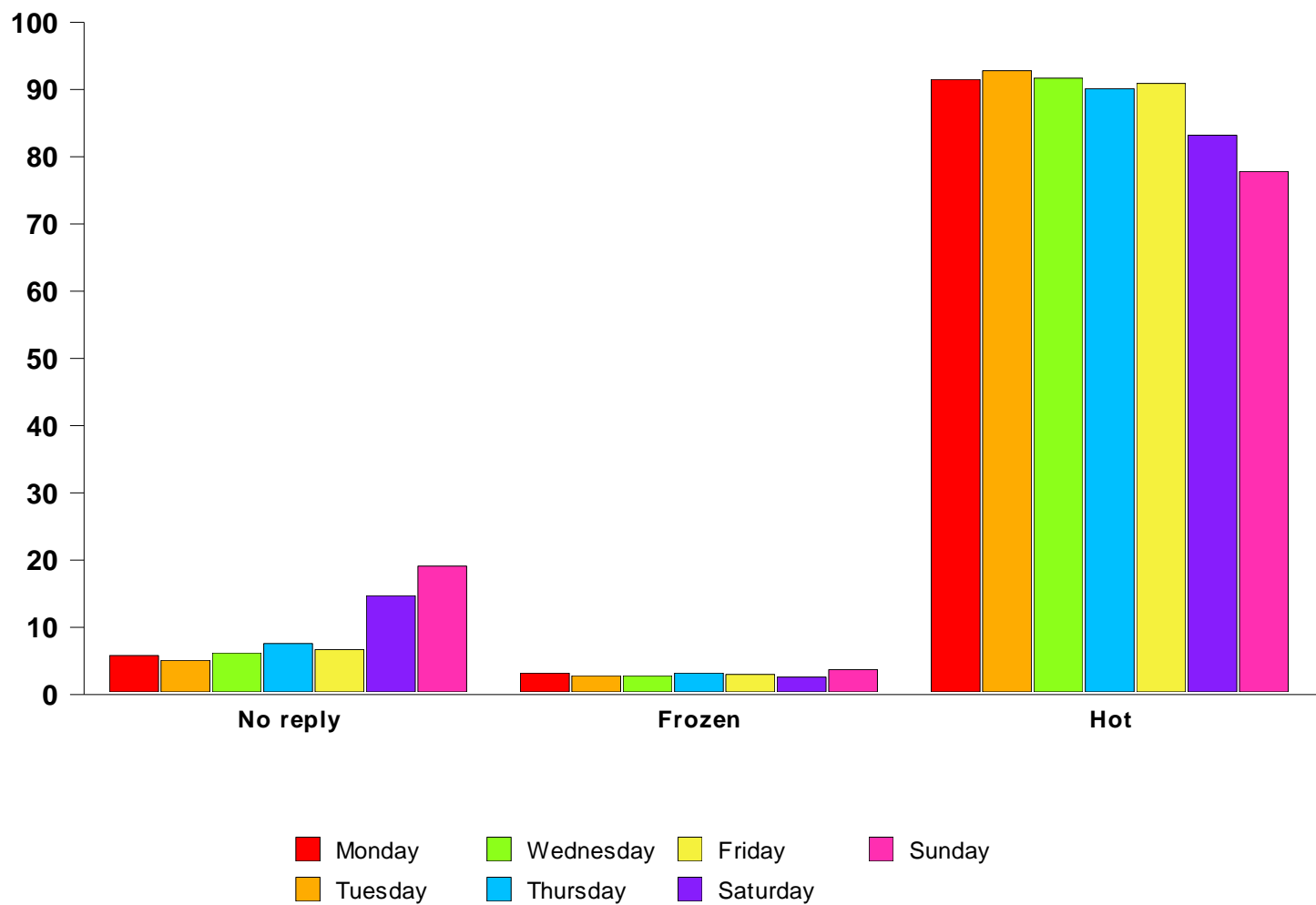
53.2%

Essex Meals Survey Feb 1020 / Ian Taylor

Essex Meals Customer Survey

Feb 2010

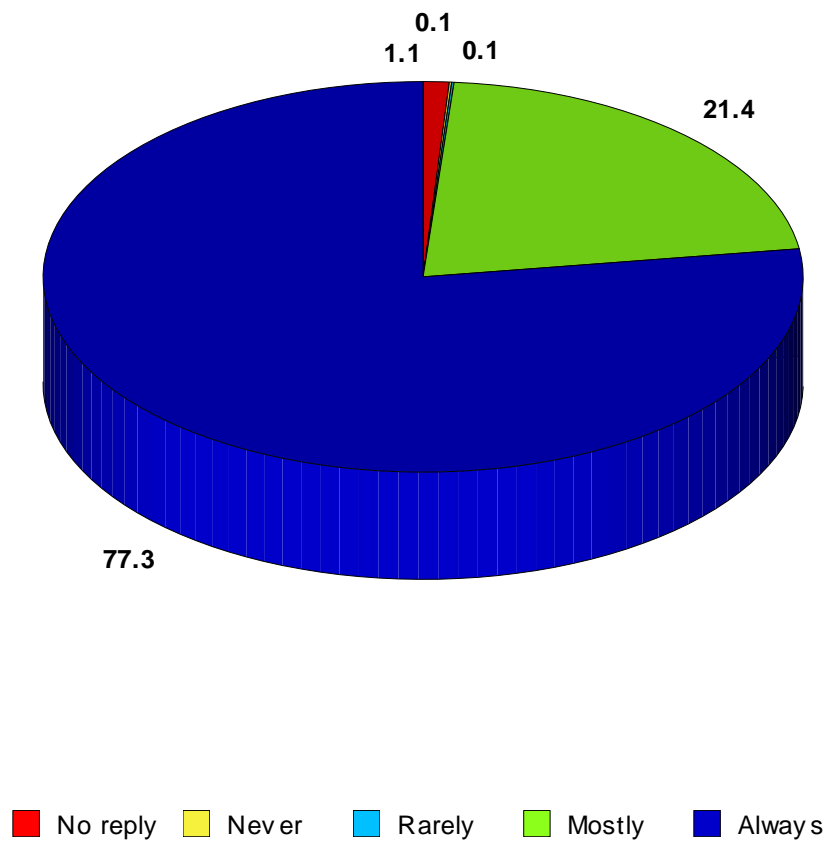
Oh how many days a week do you receive a meal?



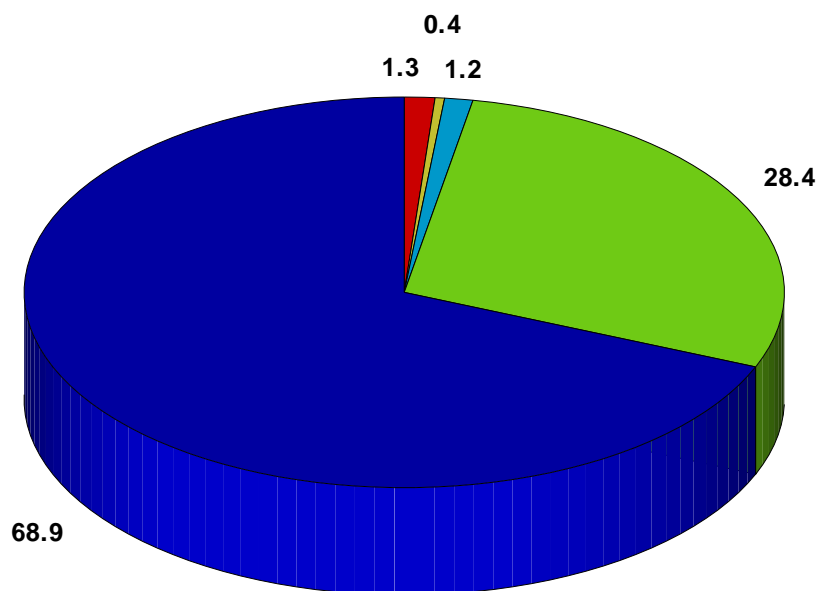
The majority of service users were spread evenly throughout the week day with a sight decrease on the weekend uptake.

Are your meals delivered within our delivery times between 11:45 and 13:45?

98.7% of people said that their meal was 'always' or 'mostly' delivered within the time slot.



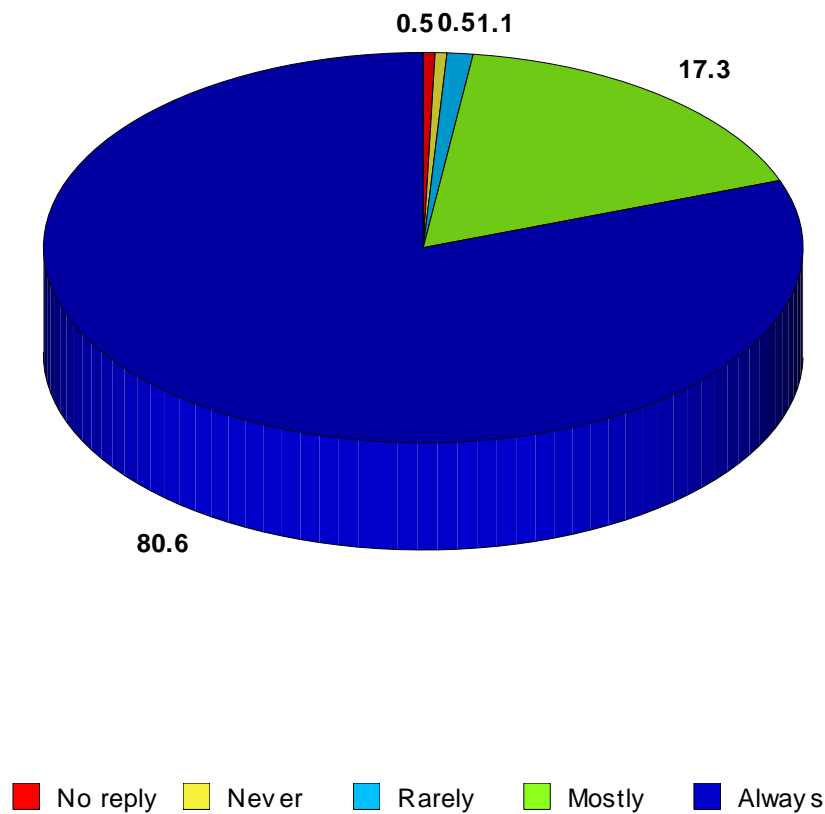
Does this delivery time suit your needs?



■ No reply ■ Never ■ Rarely ■ Mostly ■ Always

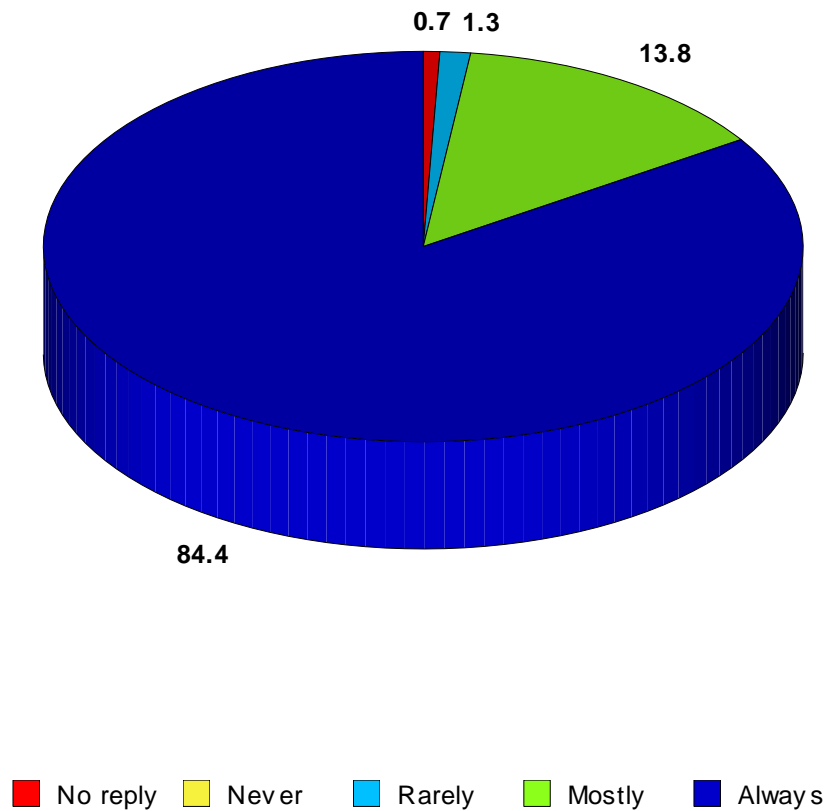
97.3% of people said their meal was mostly delivered at a suitable time.

Do you eat your meal straightaway?



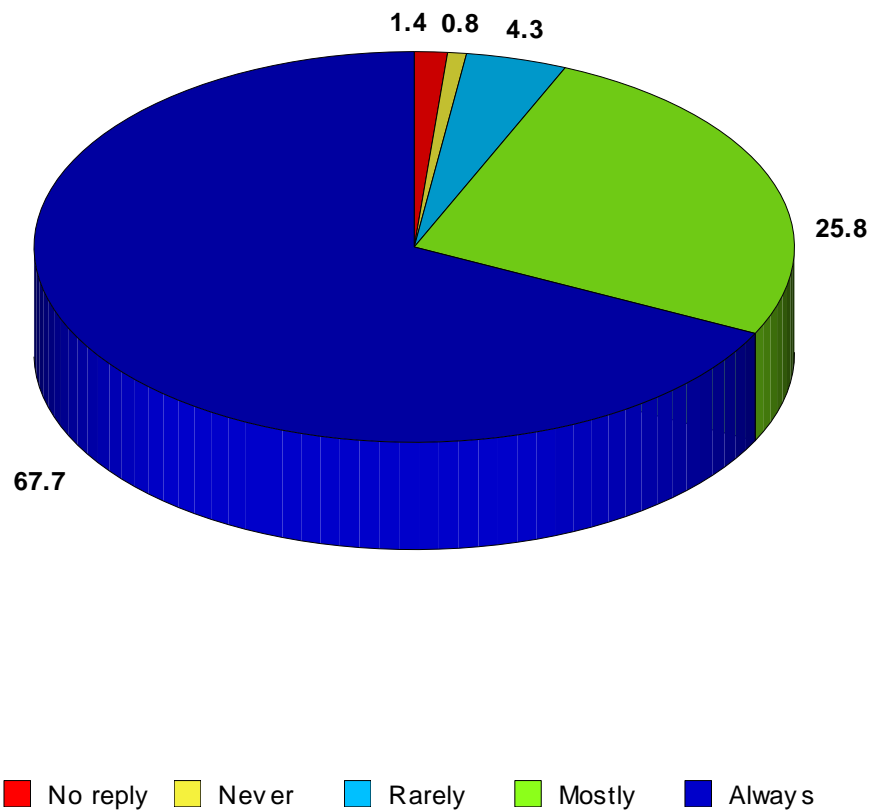
97.9% of people said that their meal was 'always' or 'mostly' ate their meal straight away.

Are your meals hot when they are delivered?



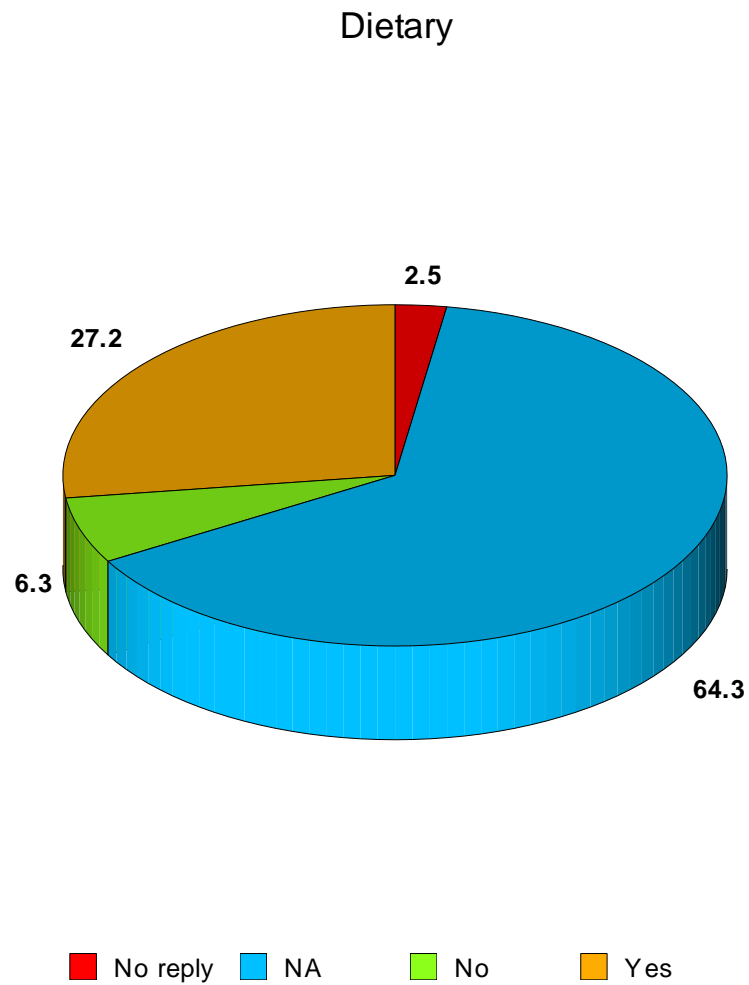
98.6% people said that their meal was 'always' or 'mostly hot when delivered.

Are the portion sizes adequate?



93.5% of people said that their meal size was 'always' or 'mostly' adequate.

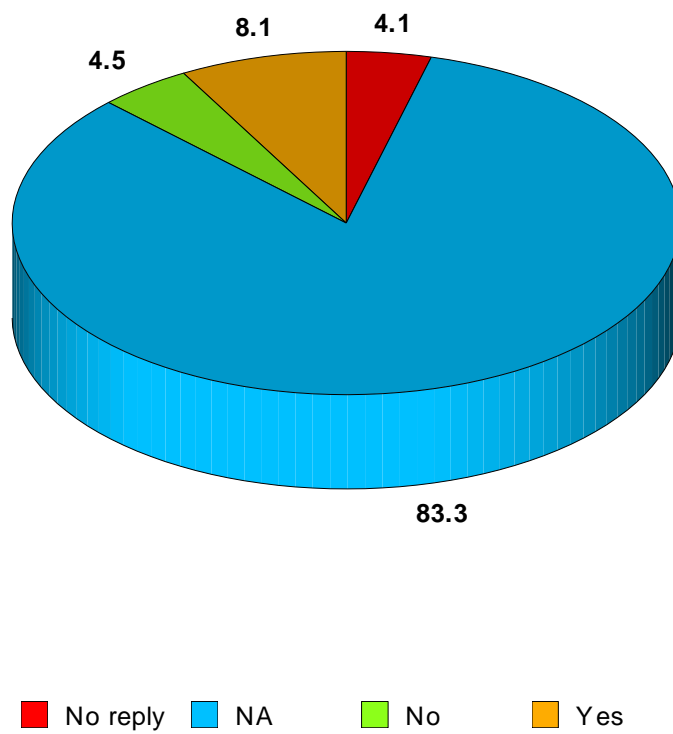
If you have specific dietary or cultural requirements, are they being met?



27.2% of people answered 'yes' their dietary requirements were met.

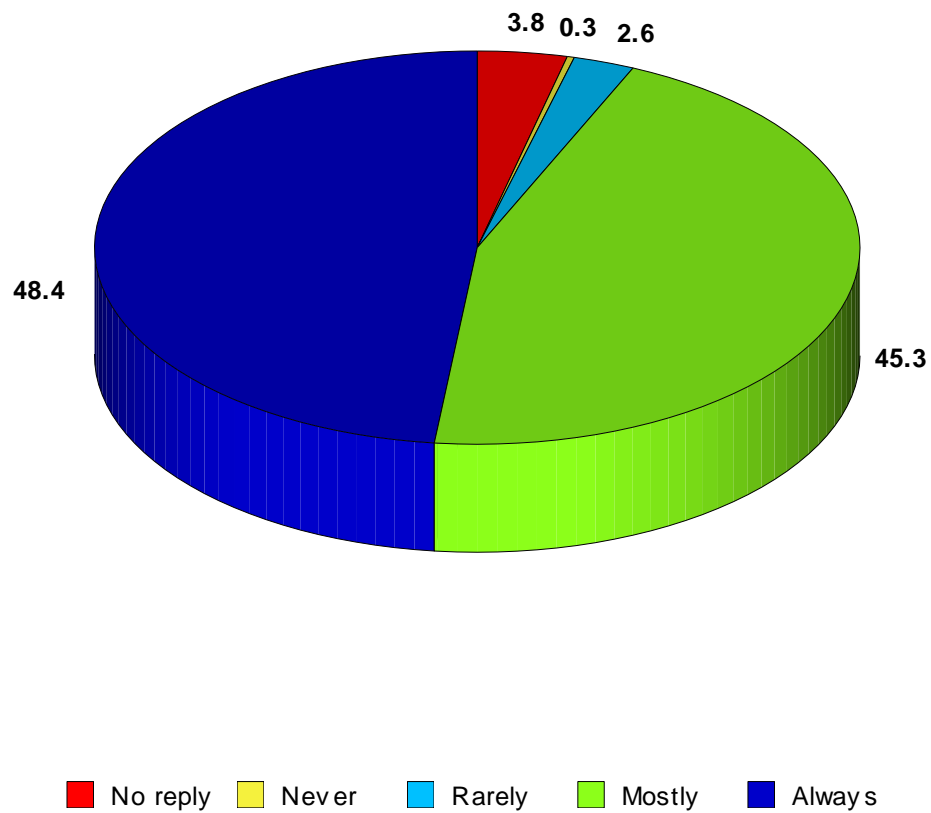
Cultural

8.1% of people answered 'yes' to their cultural requirements were met.

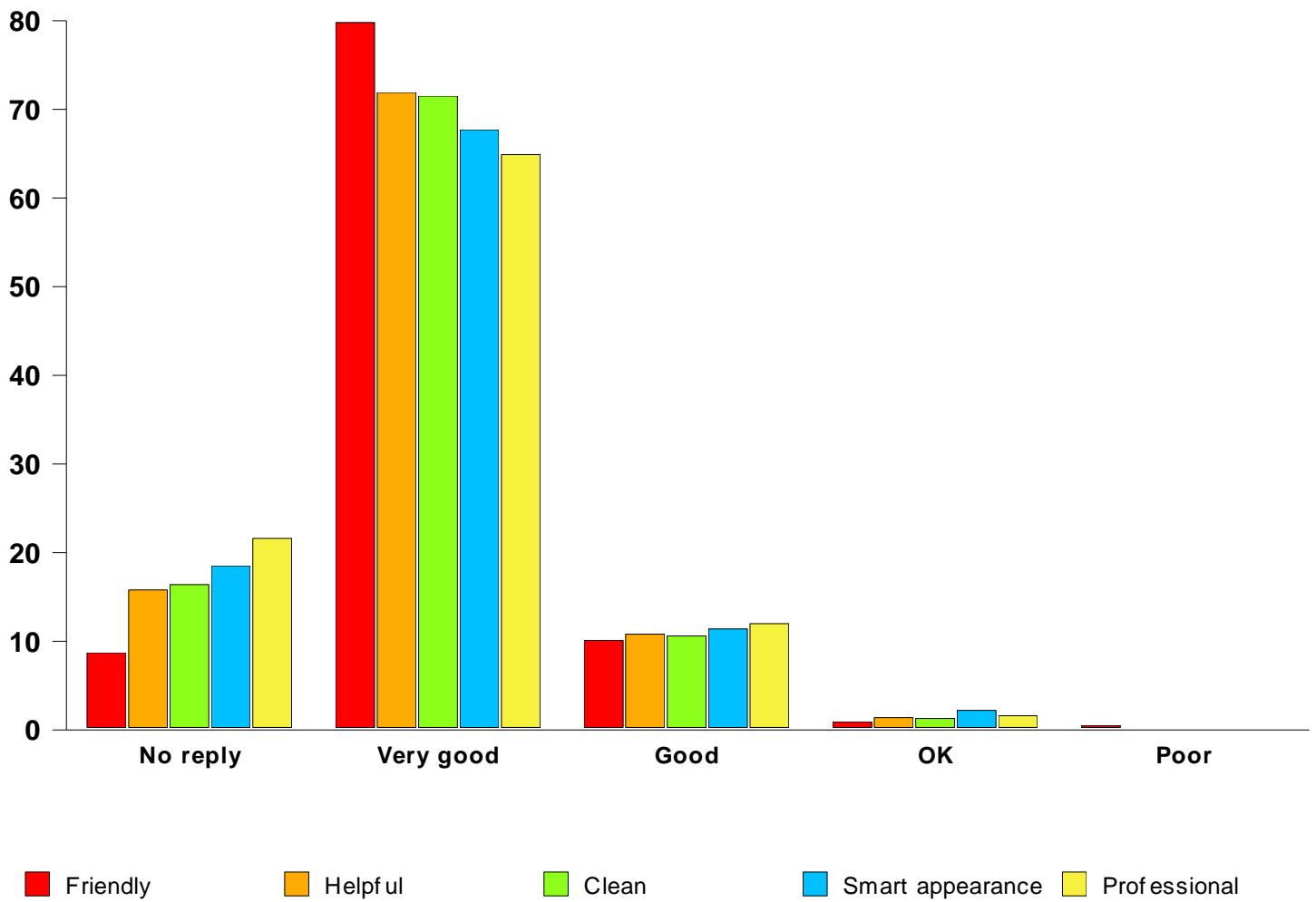


Are your meals tasty?

93.7% of people said that their meal was 'always' or 'mostly' tasty.

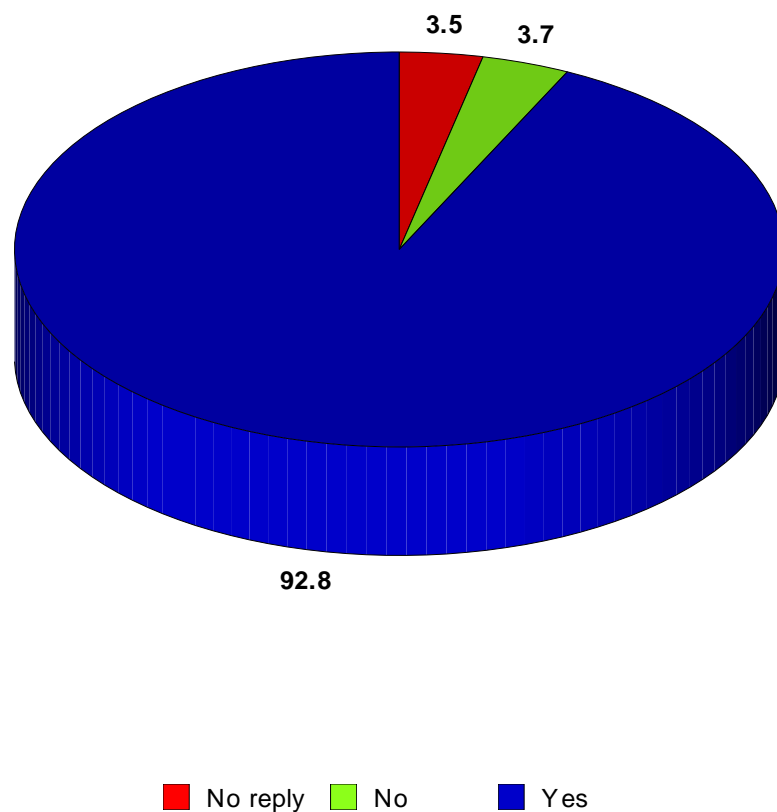


How do you rate the people delivering the meals?



The majority of people rated the staff delivering their meals very good in all categories.

Do you feel safer in your home receiving the Meals service, than if you didn't receive it?

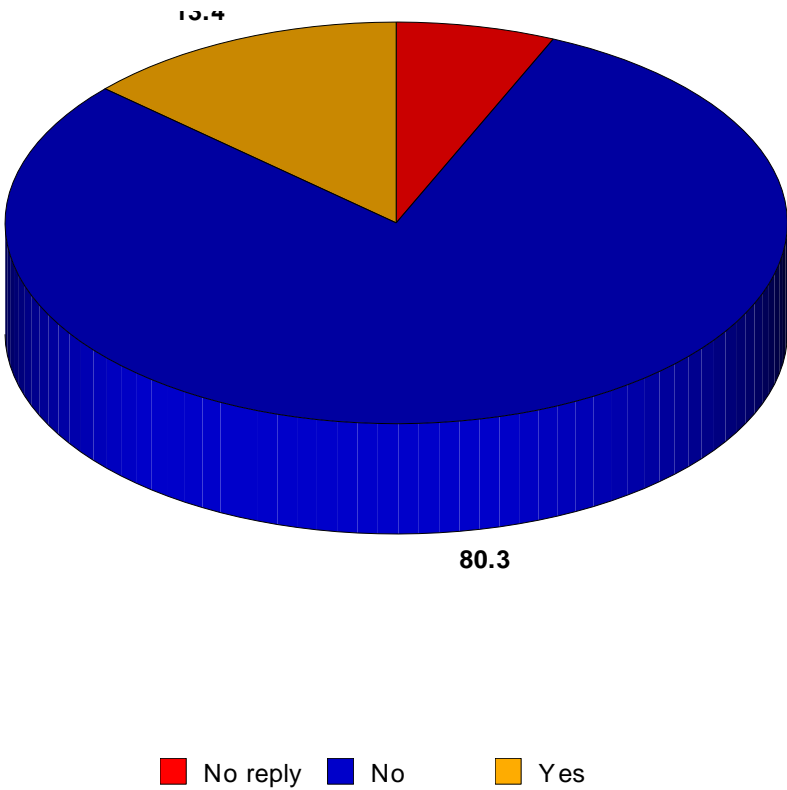


92.8% of people answered 'yes' they did feel safer in their homes whilst receiving the service.

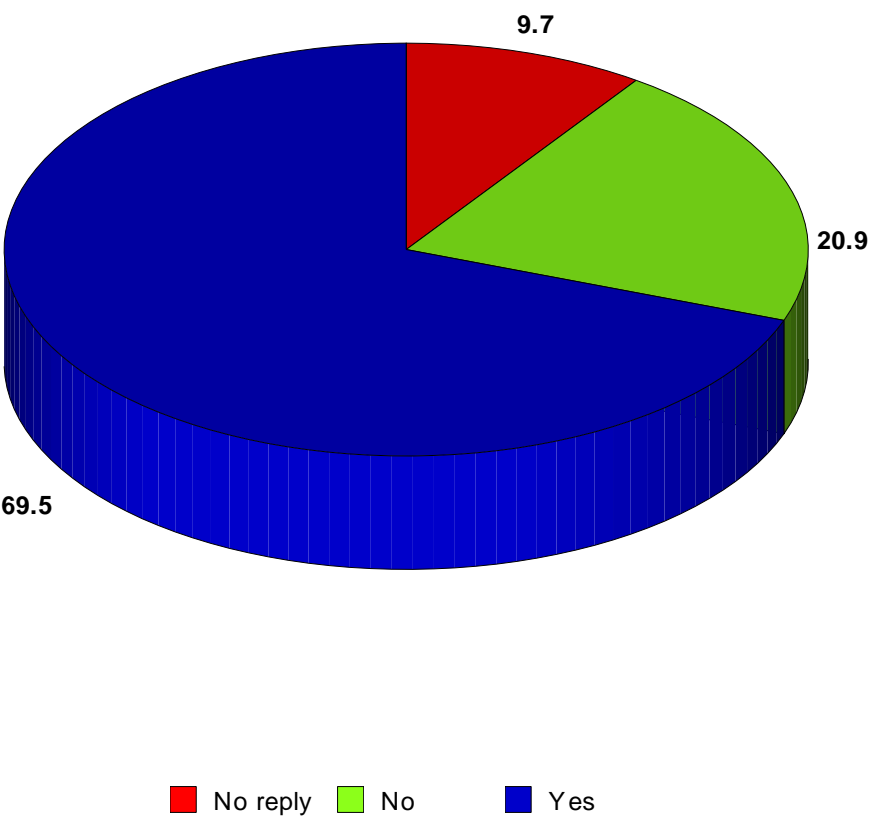
3.5% of people did not answer the question.

If a tea service was available would you use it? (tea service consists of a sandwich and a piece of cake or biscuits or salad)

13.4% of people answered 'yes' they would be interested in receiving the tea service.
6.6% of people did not answer the question.

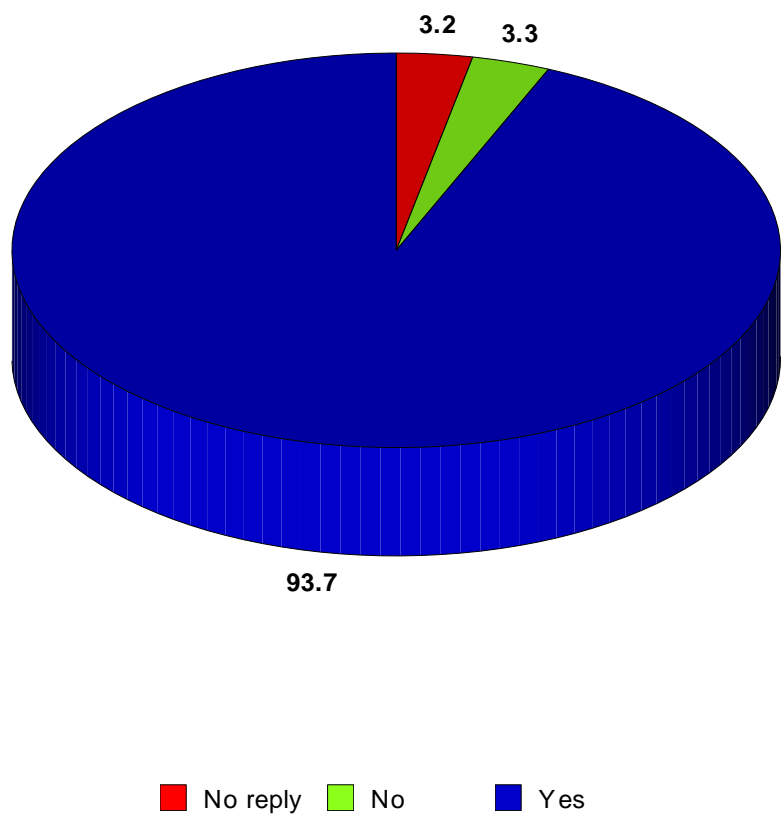


Do you receive a monthly statement of your account, either automatically or when you ask for one?



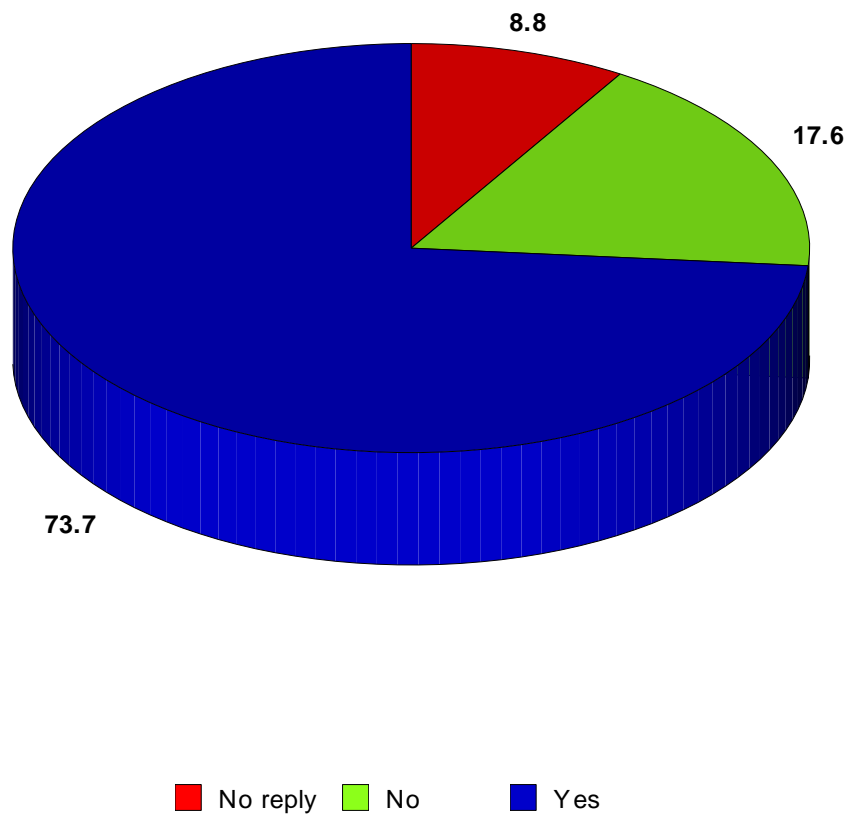
69.5% of people answered 'yes' they did receive a monthly statement.
9.7% of people did not answer the question.

Do you consider the service good value for money?



93.7% of people said that their meals were good value for money.

If you have a complaint or compliment do you know who and how to contact them?

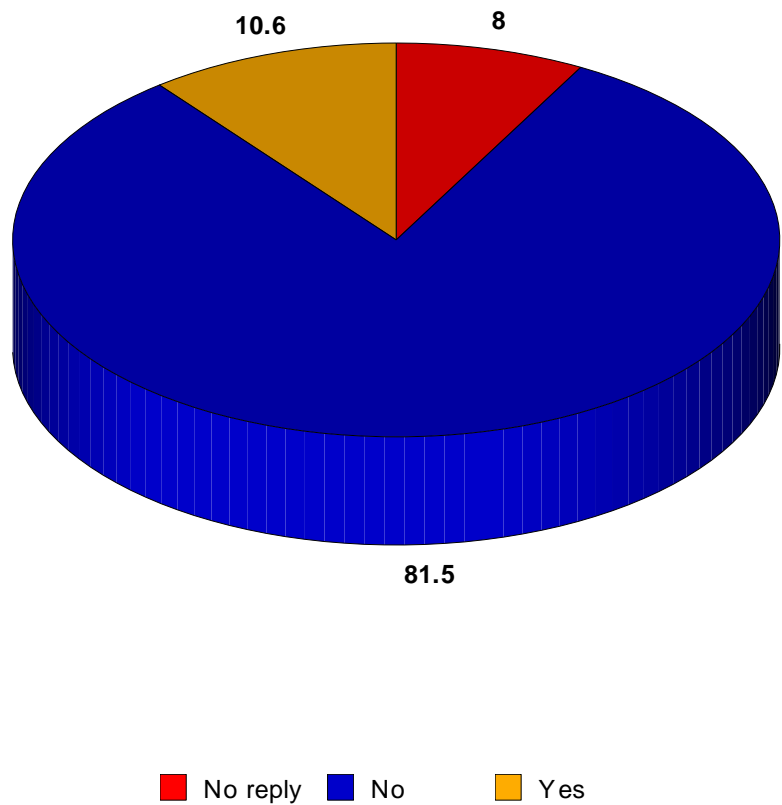


73.7% of people answered 'yes' they did know who to contact if they had a 'complaint or compliment'

8.8% of people did not answer the question.

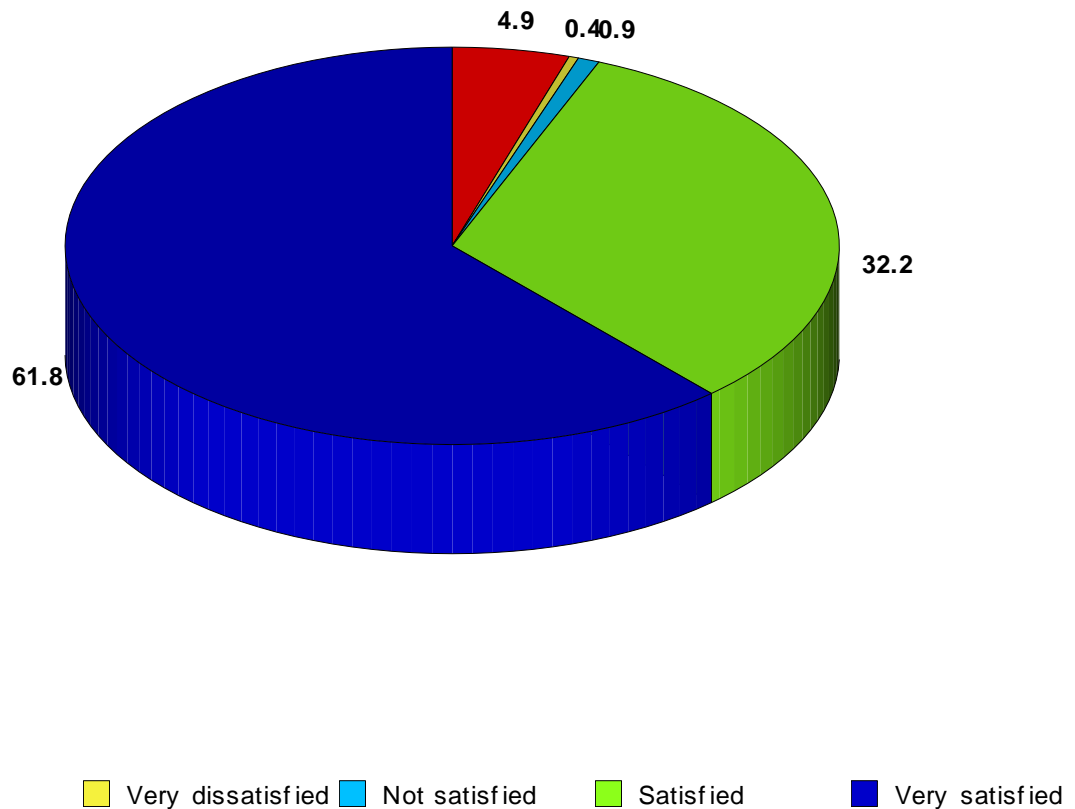
If there was a hot evening meal service available, would you make use of it?

10.6% of people said ‘yes’ they would be interested in a hot evening meal service.



Overall, how satisfied are you with the Meals service?

94% of people said that they were 'very satisfied' or 'satisfied' with the meals service.



If you have any comments or feedback that you would like to give, please add them below.

Positive Comments

1. excellent service from all the staff at WRVS
2. Our family thinks your service is very good and we know mum has a hot meal every day while we are at work. the staff are love it and we like to thank them all
3. my mother is very pleased with the service and delivery people, thank you all
4. its a very service, staff are very polite, helpful and always on time. its a service which helps the aged
5. excellent, couldn't do without them
6. I am very satisfied with the service
7. excellent service always
8. very happy with service
9. very pleased with dinner so far, would prefer to have meals in the evening
10. they are very nice
11. quality of food is very good
12. good work thank you
13. excellent service by pleasant and cheerful staff
14. the staff are very good and helpful sincere thanks to all who are involved great service
15. big thanks to all I would be lost without meals on wheels, thank you
16. thank you all
17. meals service is good for me
18. thank you WRVS for all their help even through the bad weather this winter
19. the service is great for my dad and gives me peace of mind, thank you all
20. please put dinners on dinner plate
21. meals are very good value for money. Better now than they were with the old company
22. when the lady arrived one day last week, my mum was upset and confused, the lady comforted her until her friend arrived. More than we expected, thank you so much
23. my mum always enjoys her meals and has friendly chat with the guys, thank you
24. don't know what we would do without you, thank you very much
25. very happy, service is excellent
26. I'd like to give a big thank you to all the staff who continued to deliver hot meals to mum every day during the recent bad weather, icy and dangerous roads

27. the service is very good

28. the WRVS are always helpful and polite

29. my dad loves their service, thank you

30. thank you for the service

31. the team is very good

32. a big thank you for the way the girls have done the job through this bad weather spell

33. very pleased with service, thank you

34. all the meals are very high standard, delivery is always on time and the people are very friendly and helpful, thank you

35. I don't know how I would manage without meals on wheels, very grateful, thank you

36. Thank you for this service, but some food are a bit hard for us elderly..

37. marvellous service, thanks very much

38. during the recent bad weather my meals were all delivered and on time, well done to everyone

39. very good meals thank you

40. excellent service

41. I think all the driver did very good work during the icy weather, thank you

42. my mum looks forward to her dinners and people are nice and

friendly. Everybody did a great job in the snow and ice.

43. good

44. good service,

45. very satisfied with service and staff

46. the lady that helps me is very nice and helpful

47. I look forward to the meals and the people delivering are very friendly and efficient

48. I also enjoy the few minutes chat with the ladies who deliver the meals

49. I look forward in seeing the dinner ladies, they all seem very happy doing the service to help others

50. the meals are excellent the people are very friendly

51. everyone who delivers is very nice and helpful

52. I am very pleased with the service and the delivery people and would like to thank them all

53. the meals are very satisfactory, thank you
very good service on the whole

54. no complaints at all

55. food is wonderful, staff extremely helpful and nice

56. excellent meals, value for money, service first rate

57. I am very pleased with meals at lunch time. It's nice to see a friendly person everyday

58. very good service

59. very good, excellent service

60. no matter how bad the weather, they always manage to deliver and with a smile

61. very nice people

62. good

63. very happy with choice of meals and service

64. meals always very lovely

65. good overall service excellent

66. very grateful thank you

67. meals and service first rate

68. I am grateful for the service

69. always very good thank you

70. good systems

71. an excellent service

72. all drivers are friendly and polite

73. living alone the daily visit from the kind delivery people is the highlight of my day

74. timing of delivery is now much more satisfactory, was too late before.

75. one hot meal is ideal for me

**A Total of 75 Positive
Comments**

Negative Comments on Service

1. meals are not always made/cooked properly

2. sometimes the meals are overcooked and hard and dad can't get his teeth through them and he throws them out to the birds, so he doesn't have any meals those days

3. food could be cooked better

4. my dinner is always late!

5. delivery time needs to improve

**5 People Commented Negatively
about the Service**

Menu Comments

1. not enough meat

2. can chicken be on Sunday as well as weekdays?

1. more desserts and fresher veg.

2. more variety with vegetables

3. more choice

4. more gravy

5. more pudding

6. less potatoes, more meat and veg

7. less mash potato and more green veg

8. larger portions

9. more green veg please. thank you

10. too much vegetables, not enough meat or gravy

11. more vegs please!

12. more green veg please. cakes are very small. fish is not good.
13. possible to have gammon and pineapple?
14. could there be more choice
15. not happy with Sunday meals
16. would like more variety of desserts
17. more variety of meals
18. more cabbage
19. There's too much potato. i am not diabetic so why are the desserts diabetic
20. i would like more greens! Too much peas and carrots, more baked beans would be nice. i don't think paying for sweets we don't eat is fair..
21. improve the choice of vegetables
22. could have more vegetable and more variety
23. a better variety of sandwiches and cakes would be nice

**A Total of 23 people
Commented on Menu Choice**

Food Quality Comments

1. meals containing fish are nasty, not enough meat, too much mash potato, portion size could be larger
2. vegetables are sometimes too soggy

3. vegetarian meals are not very nice, please improve
4. food is terrible, sometimes the meat is full of fat, and i never get the meals i ask for
5. I am very disappointed with the quality of meals. I hope it improves a lot
6. too much mass which I don't like
7. meal is all mixed up, i prefer it separated
8. food is mixed up, would like to have it separate
9. roast potatoes are not really roasted but taste like boiled potatoes just deep fried before serving
10. fish in batter not good, too small, fish is not white

**10 People Commented
Negatively about the Food**

General Comments

1. I find the diabetic sweets sometimes put my blood/sugar up
2. meals to be delivered more early
3. I really need to be able to select a fixed time for my meals.
4. sometime I don't get the meals I ordered

5. I have to complain quite often because the dessert is diabetic and I am not. If only I could choose the veg..
6. I would like to select a fixed delivery time please
7. a hot evening meal would be nice as evenings are very long on your own and a meal helps to make it shorter
8. don't like mushrooms tuna fish in food
9. I often have hospital appointment during lunch, please allow us to have a fixed time for delivery
10. I would like sweets not for diabetics
11. would like a easier way to order extra meals on weekends rather than to go back to social services
12. don't like the beans
13. sometime I don't get the meals I ordered
14. dad doesn't always get the meals he ordered for
15. diabetic puddings are sent frequently but are not needed, they are not the same as normal puddings
16. I would like to select a fixed delivery time please
17. I am partially sighted and would like to see a large print menu,

18. salad is the only cold meal I have

19. sometimes the meals delivered are not what I asked for

20. I am not getting the meals I order!

21. some food need more cooking sometimes

A Total of 21 People Left General Comments

THIS REPORT IS ISSUED BY:

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