

Response to: Health and Adult Care Scrutiny Committee

Draft Response of : Cabinet Member: Adult Social Care

Scrutiny Review Meals on Wheels Hot Meals Service in Telford and Wrekin

May 2014

Appendix 2

Recommendation	Response	Date by which action will be taken	Person responsible (name and title)
The Council works with RVS to develop the Good Neighbours Service model as set out above which will include the continuation of a hot meal service based on service users need and demand. This will involve negotiating a realistic cost and contract / SLA for this service.	The Council will extend the existing arrangement for providing a hot meal to allow more time to evaluate options for meeting any unintended consequences of replacing the current hot meal option, including evaluating the need and identifying options for providing a Good Neighbours Scheme. We will also proceed with a tender for frozen meals which will have the capacity to incorporate increase of the Frozen meals, and also, the potential to expand to incorporate hot meals. Any option will need to save £57k in line with the budget strategy for 2013/14.	Existing contract extended to October 2014.	Commissioning Team – Vivianne Service Delivery Manager
Town and Parish Councils should be encouraged to promote, and where possible, financially support the Community Meals Service	The Council will work with other organisations including Town and Parish Councils to identify options for continuing with a community hot meals service for those that require one and for schemes like “befriending” to meet the unintended consequences of withdrawing the current daily service. If hot meals is provided as part of the Frozen meals contract, we will still seek to encourage befriending both through local Town and Parish councils and the RVS.	By Oct 2014	Commissioning Team – Vivianne Manager, Service Delivery Manager
Opportunities for sponsorship for the Community Meals Hot meals service should be explored	The Council will continue to investigate opportunities for seeking sponsorship to support a community hot meals option and/or alternative (as above), including working with large and smaller local retailers.	By April 2015	Commissioning Team – Vivianne Service Delivery Manager

The current service should continue until a robust and sustainable service model is developed and can be implemented by all necessary partners	Agreed		
The Council and RVS explore opportunities to work with the NHS to develop the Community Meals Service as part of the Good Neighbours Service.	The Council and Telford & Wrekin Clinical Commissioning Group is currently looking at options for building community capacity and enhancing community services as part of its commitment to the greater integration of health and social care through the Better Care Programme. This will include working with a range of voluntary sector organisations including the RVS. The programme is currently in the “start up” phase with a number of meetings planned over coming months.	Plans will be in place by June 2014 to implement in December 2014	Clive Jones, Assistant Director and Kit Roberts, Commissioner
The price of the hot meals procured by the Council should be increase by up to 50 pence to around £3.15 and annually thereafter inline with the increase in the State Pension. The Committee recognise that the price of hot meals provided by independent local providers will not be determined by the Council.	The Council will consider the need to increase charges when reviewing options above and take account of the rates charged for hot meals in other parts of the Region.. The Council will also consider and take into account any impact that this would have on service users.	By October 2014	Commissioning Team – Vivainne Manager, Service Delivery Manager
Under the new service model the RVS would be responsible for promoting the service to the public and ensuring up to date information is available to health and social care professionals to increase the number of people referred to the service. Increasing the number of service users, and the number of meals provided combined with the proposed increase in price can, in the future, reduce the reliance on Council funding. It may be possible to work with the RVS to develop this longer term service model.	The Council will consider this recommendation when reviewing options for extending the existing arrangements and in making proposals for any alternative option. The intention to increase the supply of meals will also apply to Frozen meals.	By October 2014	Commissioning Team – Vivainne Service Delivery Manager
Information about the Community Meals service should be available on the Council’s Care First	Once ongoing arrangements have been extended and any revised arrangements have been put in place the Council	actioned	

system and My Life Portal.	will ensure that these are advertised via the Council's Care First system and My Life portal.		
The Council and NHS work in partnership with the frozen meals provider to ensure that key messages are communicated to service users. This should include key public health messages e.g. flu jabs	The Council will explore with the existing and any future frozen meals provider the opportunity for key messages to be communicated in this way.	Ongoing	Vivainne McKay and Louise Mills (public Health commissioning lead)
When other contracts that relate to the Community Meals Service come to the end of their term they should go through a procurement process to ensure value for money for the Council and service users.	The Council will follow best practice in terms of value for money to go through a procurement process. This process assists to test the market place with regard to other options and obviously price.		
The Committee feel very strongly that a hot meal service should continue. However, if the Council's Cabinet decide to remove the hot meals service and provide a frozen meals service alone, then the Committee set a clear expectation that all hot meals service users are individually assessed to ensure that their needs are met and their risk of social isolation and poor nutrition is not increased.	The Council agrees that those who have an eligible need should receive meals. For those who are eligible; the Council would like to offer them meal options whether it be hot or cold. In introducing any changes the Council will review need of individuals to ensure we provide a service for those who are eligible. The Council will continue to work with the voluntary sector to support people who are socially isolated	Reviews will be undertaken between now and October Ongoing	Adults Social Care

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