

Agenda Item 3

# Meals on Wheels Service

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# MOWs Service

## Purpose of presentation

- Provide an overview of the MOWs Service following the service change introduced from November 2014
- Provide information to the Finance and Performance Scrutiny Committee to help it assess the impact of the service change on clients (in line with its agreed work programme)

# Our Customers

- Not an assessed service
- Client engagement
- Self referral
- Hospital referral
- Support package

# MOWs Service

- Vulnerable clients
- Remain independent
- Vital community link
- Societal Changes / Greater Choice for Clients

# Cabinet – 8<sup>th</sup> January 2014

- Recommendation  
Implement both Option 2 and 3 – Saving £0.300M (first 5 years then £0.371M thereafter following repayment of initial investment)
  - Reduce production kitchens from 6 to 3
  - Provide prime cooked chilled meals for the weekend

# Centre Changes

Establishment	Changes
Treherbert	Closed
Ynyshir Production Kitchen	Continue Production of MOWs
Pontypridd Day Centre	Cease Production of MOWs, continue onsite Day Centre meals
St. Georges Day Centre (Tonyrefail )	Continue Production of MOWs and onsite Day Centre meals
Mountain Ash	Cease Production of MOWs, continue onsite Day Centre meals
St. Mair's Day Centre (Aberdare)	Continue Production of MOWs and onsite Day Centre meals

# Summary of Changes

- Rationalise kitchens
- Refurbish/procure new equipment
- Hot prime cooked meals weekdays
- Chilled prime cooked meals for weekends, delivered on a Friday
- Significant changes to working practices
- “Management of Change Process” to ensure staff were treated fairly and supported during this period

# Examples of New Facilities





# Blast Chiller Chamber





# Van Ovens

















# Financial Summary

- 2014/15
  - Service change saving realised - £0.100M
  - Budget (after taking into account the saving)– £0.899M
- 2015/16
  - Service change saving realised - £0.200M
  - Budget (after taking into account the saving)– £0.666M

# Staff Implications

- Staff Reductions  
Originally 109 staff– currently 74 staff
- No. of MOWs Delivery Vehicles  
22 now reduced to 19

# Food Hygiene

- Compliance with Food Safety Regulations
- Collaboration Environmental Health Colleagues
- Food Safety Acts
- Food Information for Consumer Regulations 2014
- Microbiological Testing of Chilled Meals
- Hazard Analysis Critical Control Points (HACCP)

# Meal Numbers

	2013/2014		2014/2015		2015 Apr/Sept
Weekdays	214,837		191,814		87,455
Saturday	36,880		26,280		8,657
Sunday	32,627		23,641		8,754
Total	284,344		241,735		104,866

# Comparison to Other Local Authorities

- RCT continue to provide prime cooked meals for vulnerable clients many neighbouring Authorities have moved away from this.
- Cost of 2 Course Meal = £3.30
- Majority of Neighbouring Authorities varies between £3.50 and £4.50

# Challenges to Date

- Food Safety
- Bedding in new equipment/transport
- Training
- Staff Morale

# Suggested Next Steps

- Improve our engagement/consultation with Clients
- Improve information e.g. Website etc
- Create a Customer Service Team
- Review menus following consultation
- Monitor uptake especially weekends
- Improve quality meeting clients expectations
- Explore options to provide a reward system for regular users
- Invitation to Visit a Kitchen and see process?

# Pictures





# Questions?

