

Frequently Asked Questions – Community Meals (Meals on Wheels) Proposals

Why is the Council thinking of making these changes?

The Council is facing significant financial challenges and is considering the remodelling of several service change proposals to contribute to the shortfall in funding.

What are the proposals for Community Meals Service?

There are four proposals being considered: –

Option 1: to continue the service as it currently operates with increased service user charges.

Option 2: to reorganise the existing internal service with increased service user charges

Option 3: (Preferred Option for Consultation): to reorganise the existing internal service and provide a hot/frozen Community Meal home delivery service with increased service user charges

Option 4: to cease the current service and support service users to find alternative options.

Will my meal still be cooked for me and delivered to my house?

Prepared meals will be delivered to the Council's Community Meals Kitchen by an external supplier. The meals will be heated in the Council's Community Meals Kitchen and delivered hot, to your home, Monday to Friday between 11.30am and 2.00pm.

Will my meal still be delivered by the same delivery driver?

Meals will still be delivered by Community Meals drivers, but it may not be the same delivery person.

What will happen on Saturday and Sunday?

Your weekend meals will stay the same. A frozen meal and dessert will be delivered to you on a Friday, ready for the weekend.

Can I have a frozen meal delivered in the week so I can heat it myself?

Yes, the frozen meal delivery service offers the flexibility so that you can heat it when it suits you rather than being restricted to a hot meal delivery time.

How much will I have to pay for my meal under the new proposal?

The current cost of a hot meal and dessert is £4.05. The proposal includes a 50 pence price increase. The new cost for a hot meal and dessert will be £4.55. The cost of a frozen meal and dessert would also be £4.55.

Will I order my meals the same way?

There will be no change to how you contact us and order your meals. You can either telephone the Community Meals Office on 01443 281140, Monday to Friday, speak to your Community Meals delivery person or email us on MealsonWheels@rctcbc.gov.uk.

Will I still be able to have a special therapeutic diet?

Yes, we can cater for a range of textured meals and special diets. Telephone the Community Meals Office or speak to your Community Meals delivery person for more information.

How will I pay for my meal?

We will continue to send you a monthly invoice, which you can pay over the telephone, online, BACS transfer, cheque or by cash or debit/credit card at your nearest One4All Centre/Post Office/Barclays Bank.

What happens next?

Following the public consultation, a report will be presented to the Council's Cabinet summarising the results and feedback, before any decisions are made.