

APPENDIX A: Home Meals Consultation Report

Responses to the Barnet Public Consultation on the Home Meals Service 2015

Author	Amisha Lall
Date	14 October 2015
Service/ Dept.	Adults and Health, Commissioning Group

CONTENTS

1. EXECUTIVE SUMMARY	2
2. PURPOSE.....	6
3. ACTIVITIES	6
3.1 Consultation.....	6
3.2 Engagement	7
4. RESPONSE	8
3.1. Methods of receiving responses and response rates	8
3.2. Responses.....	9
3.3. Feedback through Barnet Engage	9
3.4. Feedback through letters / emails / phone calls	12
3.5. Summary - face to face reviews	16

1. EXECUTIVE SUMMARY

This report sets out the detailed findings from the home meals service consultation which started on 3 August 2015 and ended on 30 September 2015.

It also includes a summary of the findings from the face to face reviews which were undertaken by social workers with the current service users of the home meals services and their carers/family (as appropriate). This does not include any confidential or personal information but summarises service users' views relating to the proposal as part of this consultation feedback report.

1.1 Summary of approach to consultation

Responses to the consultation were received in 3 different ways:

- a) Barnet Engage – the Council's consultation e-portal
- b) Letters / telephone calls / emails
- c) Through the face to face reviews of current service users

A summary of the key findings is set out below. The results will be considered as part of the recommendations for the future of the home meals service, which will be presented to the Adults and Safeguarding Committee in November 2015.

1.2 Barnet Engage

The on-line survey consisted of two questions:

1. Do you have any comments about our proposals?
2. Do you have any suggestions on how else we can support people to get a meal in Barnet?

A range of questions relating to equalities and diversity were also asked. However, fewer than 50% of respondents completed these questions. Since the response rate for this was low, the results have not been included in this report as it would not be representative of the overall respondents.

23 people responded to the online survey; the majority of the respondents were Barnet residents.

1.2.1 Barnet Engage – summary of key findings

- Comments about the proposal

Respondents were asked if they had any comments about the proposal. None of the respondents were in favour of the proposal and reflected concern about the Council's proposal to not have a home meals service in the future. The most commonly mentioned reasons for their answers were:

- Concern for vulnerable people, for example people with dementia, health related issues, people mental health conditions and those that are unable to leave their home (57% / 13 respondents out of 23)
- Increase in costs of other services including home care and health services (17% / 4 respondents out of 23)
- Loss of social contact (13% / 3 respondents out of 23)
- Concern about financial implications e.g. paying more for meals (13% / 3 respondents out of 23)

➤ Suggestions on how else people can be supported to get a meal in Barnet

Respondents were asked if they had any suggestions about how else people can be supported to get a meal in Barnet.

The top six responses included:

- Continue to provide home meals service (26% / 6 respondents out of 23)
- Encourage and promote other initiatives, community and voluntary services (17% / 4 respondents out of 23)
- Vital service for elderly and vulnerable people (13% / 3 respondents out of 23)
- Voluntary sector organisations to provide service (8% / 2 respondents out of 23)
- Cut staff salaries (8% / 2 respondents out of 23)
- Cannot offer a solution (8% / 2 respondents out of 23)

NB: respondents provided more than one comment for this question

1.3 Letters / emails / phone calls

The Council was contacted by 34 people to give feedback through letters, emails and telephone calls. General feedback was given (people were not responding to any specific questions).

The responses have been categorised into themes derived from the feedback.

1.3.1 Letters / emails / phone calls – summary of key findings

The most commonly mentioned concerns expressed by respondents included:

- Concern for vulnerable people (41% / 14 respondents out of 34)
- Individuals have no other way / would find it difficult to source/obtain a meal (38% / 13 respondents out of 34)
- Individuals have no other care and support services other than the home meals service (15% / 5 respondents out of 34)
- Not happy with proposal / against proposal (15% / 5 respondents out of 34)

NB: respondents provided more than one comment

A response was also received from the Labour Group. This has been set out in section 3.4.1 of this report.

1.4 Face to face reviews

Face to face reviews were undertaken by social workers/reviewers from the Adults and Communities Delivery Unit, between August 2015 and October 2015, to ascertain the level of need of current service users of the home meals service and their carers; and also to identify if there are alternative options for lunch time meals that would be suitable in the future, should the proposal be agreed by the Committee.

In October 2015 at the time of the reviews, 157 people were using the home meals service and as at 9 October 2015 153 reviews (97% of 157) reviews had been completed.

Findings from the reviews indicate that:

- There were negative views expressed about the financial impact on service users to meet the full costs of meals. (note: the review meeting did not include a formal financial assessment of service user income, in line with council Fairer Charging policy)
- Negative views were expressed that there would be a high impact on service users and their carers if there was no meals service or any alternative options.
- Suitable alternative options were identified for the majority of service users by the review.
- The reviewers identified that a small number of service users will continue to need support from the Council for lunch-time meals. If the proposal is agreed by committee, the Council will arrange this through the most appropriate means, with client contributions in line with the published fees and charges for Adult Social Care.

2. PURPOSE

This report describes the responses to Barnet’s consultation on the proposal to no longer provide a home meals service from April 2016, once the current contract expires. The report demonstrates Barnet’s approach to consultation, engagement and the responses received.

It also sets out the findings from the face to face to face reviews which were undertaken to ascertain service users and carers (as appropriate) level of need, possible risks and impacts and their feedback on the proposal.

3. ACTIVITIES

3.1 Consultation

Public consultation commenced on 3 August 2015 and ended on 30 September 2015. The consultation and engagement activities were planned in advance and the table below sets out the approach to the consultation.

Key target audiences and areas for engagement	Methods of Communication to targeted audiences
<ul style="list-style-type: none"> • Barnet Residents, including: <ul style="list-style-type: none"> – Current social care users, funded by the council – Residents funding their own social care support – Carers – Potential users of social care services • Local community groups and organisations • Providers • Partnership Boards • Staff within Adults and Communities • Key stakeholders including partners and Councillors 	<ul style="list-style-type: none"> • Letter and factsheet to all current users about the changes, contact information and inviting people to comment on the proposal • Face-to-face reviews with all users to ascertain current level of need • On line survey (<i>details of consultation on ‘Engage Space’</i>) • Social media • Internet • Intranet • Emails distribution • Article for voluntary sector providers to publish in their newsletters • Word of mouth – front line staff

3.2 Engagement

The table below outlines the specific methods and means by which a range of different stakeholders within the London Borough of Barnet were consulted.

Stakeholders	Methods	Date (w/c)
Barnet residents	Letter and factsheet to all current users about the changes, contact information and inviting people to comment on the proposal	03/08/15
	Face-to-face reviews with all users and their carers/family/next of kin to ascertain current level of need	06/08/15 – 09/10/15
	Home Meals' webpage on LBB's website updated with details of consultation	03/08/15
	On line survey (details of consultation on 'Engage Space'- including offer for paper copy on request)	10/08/15
	Article for voluntary sector providers to publish in their newsletters for customers	03/08/15
Partnership Boards: <ul style="list-style-type: none"> - Learning Disability - Mental Health - Older Adults - Physical / Sensory impairment - Carers 	Article in partnership board newsletter with details of the proposal and consultation circulated via email	August 1015
Voluntary sector providers, lead providers and Community Barnet	Email with details of the proposal and consultation	03/08/15
A&C staff	Email with details of the proposal and consultation	03/08/15

4. RESPONSE

3.1. Methods of receiving responses and response rates

Responses to the consultation were received in three different ways:

4.1.1 Barnet Engage

Two questions formed the survey, as follows:

1. Do you have any comments about our proposals?
2. Do you have any suggestions on how else we can support people to get a meal in Barnet?

Additionally a range of questions relating to equalities and diversity were also asked, and questions about the role in which the users were responding e.g. carers.

23 people responded on-line through Barnet Engage, of which:

- 15 people were Barnet residents
- 1 represented a voluntary sector / community organisation
- 1 represented a public sector organisation
- 4 categorised as 'other' (representatives for carers and people with disabilities and relatives of service users)

4.1.2 Letters / emails / phone calls

People who contacted the Council to give feedback through this method gave general feedback.

34 responses were received, of which:

- 14 people were current service users
- 15 people were a carer / family / friend / next of kin / guardian
- 4 people represented a care provider, including a Sodexo staff member
- 1 person was a member of the public

4.1.3 Face to face reviews

As at 9 October 2015 153 home meals service users (out of 157) had a face to face review to ascertain their level of need. Through these reviews service users and their carers / family members have had the opportunity to provide feedback on the proposal.

3.2. Responses

This section sets out a summary of the responses received through the three methods of consultation describe above.

3.3. Feedback through Barnet Engage

As stated in 3.1.1 of this report questions were asked through the survey.

The feedback has been summarised into themes which were highlighted through the responses.

3.3.1 Feedback: Comments about the proposals

Q1. Do you have any comments about our proposals?	Barnet Engage customers (23)	
	%	Number
Concern for vulnerable people for example people who: <ul style="list-style-type: none"> • Have dementia / memory related conditions • Have health related issues including mental health • Are housebound • Frail and elderly and people at risk of falls • Are unable to cook for themselves <i>NB: this list is not exhaustive</i>	57%	13
Increase in costs of other service including home care and health services	17%	4
Loss of social contact	13%	3
Concern about financial implications e.g. paying more for meals	13%	3
Reduce staffing costs within the Council	9%	2
Supports people to stay at home	4%	1
Other comments	22%	5

Some feedback comments

“As a Borough I believe we have a duty of care to the elderly people who are at present receiving this service and it should be continued”.

“The elderly and disabled are quite often only able to stay in their own homes because they get this service”.

If they have to move into residential care and are not self-funders then the Council will end up paying more than providing the meals service, plus the disruption and distress and reduction in independence will be devastating for the person”.

“Make the service cost effective by targeting the service where it is most needed”.

“I am greatly concerned that people will suffer. The factsheet does not state how people who are physically unable to cook or to leave their homes to go out to shop or to eat can be guaranteed adequate healthy meals. If they contract with a private catering service, how can delivery of proper meals at a set, affordable price be guaranteed? The only thing proposed here is stopping the home meals delivery; there is no proposal for meals provision”.

“the Hot Meals service is much more than the delivery of a meal drivers carry out safe and well checks and on many occasions call the emergency services when require .In my opinion it is a key service that helps keep people in their own homes and enables those in hospital to return to their home .thus helping to reduce bed blocking in our hospitals.

“It worries me that for some people this is their only chance to get a hot meal and some social contact.”

“Whilst the Council have advised that there is not a statutory duty to provide a home meals service it has a social responsibility to support vulnerable adults living independently in their own homes.

Removing the service is very short sighted and will cost society more as it will result in:

- More frequent visits to Doctors surgeries*
- More frequent admissions to hospital*
- Longer stays in hospital due to lack of support in their homes*
- Increase in the level of loneliness and isolation*
- Increased number of people falling and left undiscovered which can result in deaths*
- More admissions to care homes - which the Council will end up funding “.*

3.3.2 Feedback: Suggestions about how else we can support people to get a meal in Barnet

Q2. Do you have any suggestions on how else we can support people to get a meal in Barnet?	Barnet Engage respondents (23)	
	%	Number
Continue to provide home meals service	26%	6
Encourage and promote other initiatives, community and voluntary services	17%	4
Vital service for elderly and vulnerable people	13%	3
Voluntary sector organisations to provide service	8%	2
Cut staff salaries	8%	2
Cannot offer a solution	8%	2
Other comments	25%	6

Some feedback comments

“We should continue to deliver a meal to those vulnerable people who cannot provide for themselves or have anyone to prepare a meal for them.”

“Let voluntary organisations such as BEAG [Barnet Elderly Asians Group] provide the service on behalf of the present service negotiate with voluntary organisation to agree a service delivery. At present we are feeding in excess of 70 residents once a week”.

“Meals on Wheels seem the best option. Why is it necessary to replace a service that works well? This cannot be in the interest of service users”.

“Maintain the existing service for those who are truly dependent on it. Set up a network of people who can shop for and cook meals for those who cannot do it for themselves or their families, though that would probably cost more than the current service”.

“I have read the fact sheet. I do not have any suggestions as to how LB of Barnet can support those who are critically in need, but I am convinced that if the HOT MEAL delivery is stopped, many elderly people will be put in harm”.

“There are options around a frozen meal service but in my view a hot delivered meal with safe and well checks and daily contact is a must for some of our elderly and vulnerable service users”.

“I recently read about the www.casseroleclub.com is there some sort of collaboration or partnership to be had with the people that volunteer within the Barnet community to maybe cook more and then be reimbursed/paid for their time”.

3.3.4 Feedback: Equalities and Diversity

A range of questions relating to equalities and diversity were asked through the on-line survey. However less than 50% of respondents completed this section which prohibits an accurate view to be taken in relation to the impact on specific groups. As the response rate was low the information has not been included in this report.

3.4. Feedback through letters / emails / phone calls

As described in section 3.1.2 people who contacted the Council to give feedback through this method gave general feedback.

The feedback has been summarised into key themes which were highlighted through the responses.

There were a total of 34 respondents.

There was also one response from the Labour Group; this response has been highlighted separately in 3.4.1 below.

Themes for feedback	Respondents (34)	
	%	Number
<ul style="list-style-type: none"> Concern for vulnerable people, for example people who: Have dementia / memory related conditions Have health related issues including mental health Are housebound Frail elderly and people at risk of falls Are unable to cook for them selves <p><i>NB: this list is not exhaustive</i></p>	41%	14
Individuals have no other way / would find it difficult to source/obtain a meal	38%	13
Individuals have no other care and support services other than the home meals service	15%	5
Not happy with proposal / against proposal	15%	5
Individuals expressed anxiety about what the proposal means for them	12%	4
Might / will continue meals with Sodexo and pay the extra money	12%	4
Happy with current service and do not want to lose it	9%	3
Concern about losing the monitoring / safeguarding element of the home meals service, including additional support from drivers	9%	3

Concern about where to obtain specialist meals	6%	2
Concern about loss of social contact	6%	2
Alternative arrangements can be made	3%	1
Availability of services in the community through the voluntary sector	3%	1
Increase in costs of other service including home care and health services	3%	1
Other comments	21%	7

Some feedback comments

“Individual can’t cook a meal on her own. Although she does go out shopping she would find it difficult to source and cook her own meals. At the moment she gets personal care 3 times a week from a private company to help and clean. She has relatives but they have their own lives. She would be prepared to pay extra in order to keep having hot meals delivered”.

“Wants to start ordering the meals and paying for them herself”.

“Mr X has a cold breakfast and sandwiches for the evening meal made by a care worker. The care workers are not there long enough to make a hot meal”.

“Ms Y gets vegetarian and kosher meals currently. She gets them at lunchtime. She says she can’t go out shopping. She does have care workers who ask her if she needs anything but no relatives who live close by”.

“Individual says she has no other way of getting meals. She can’t go out, lives alone and does not have any friends or relatives who can help her cook a meal. She has one meal at lunchtime from Sodexo, makes her breakfast herself and has leftovers for her evening meal.”

“She says she is very happy with the meals she currently has. She is anxious about going out after having a fall.”

“Individual worried about the meals being stopped as she has no other support services in place and is concerned that she will not be able to access food.”

“...daughter phoned to say that her mother was in receipt of pureed kosher meals. They found the service to be excellent and that the company were really helpful to deal with and they would be upset if the service ended. They were also concerned about where else they may be able to source this specialist food”.

“My mother is not independent enough to cook for herself everyday - you cannot give her back the independence she has lost. She enjoys the routine and stability and the food provided - 'more choice' and change is confusing for people with dementia.”

“Mr X will be 89 in September, he has daily evening visits from his Carers, uses meals-at-home service 365 days per year every lunchtime and this is the only hot meal he get each day and he enjoys the meals Sodexo provide.”

“The cost will be huge if this service is stopped:

- *The time needed to prepare a meal by a carer is much higher than the cost.”*

3.4.1 Response from the Labour Group

The consultation response received in full

The Council has an obligation under the Care Act 2014 to ensure that needs for eligible adults, including physical and emotional needs, are met. It also has an interest, through the early intervention and prevention agenda, in more broadly supporting older people to remain in their own homes, as well as to live independently, with dignity and with autonomy.

In practice the statutory obligations on councils - especially for profoundly disabled and vulnerable adults who remain in their own homes - will mean that the council must ensure arrangements are in place so that eligible adults are properly fed, their nutrition needs are met, and that they have support to either cook their own meals in their own home, or to be directly provided with cooked meals.

Our Position

We believe that the Council must take effective steps to ensure that these statutory obligations are met. It is not clear to us at present how that will take place given that, upon reading the consultation, the Council have also ruled out the following alternatives that may enable them to fully meet and to comply with their obligations instead of the home meals service. These include:

- Providing people with a Direct Payment to meet their nutritional needs
- Requiring home care providers supporting people to prepare their own meals
- Funding or developing alternative community based services.
- Advising on and signposting to alternative community based services

It is extraordinary that the Council will not even consider resourcing advice and signposting to alternative community based services, which would be a relatively low cost measure and well within the Council's existing resources and position as a community leader and co-ordinator.

We refer to page 2 of the consultation fact-sheet, and quote directly:-

After careful consideration Barnet Council has decided that none of the options above are feasible due to a number of reasons including financial pressures the Council is faced with in the time of austerity. We have also identified from above that the traditional home meals service is a less popular choice for people at a time where a wide range of alternative options are available in the community.'

We also do not believe it is factually accurate to say that none of the options listed above are feasible, as a wide range of similar local authorities in size and demographic have adopted different approaches that enable them to both ensure value for money as well as continue to provide a meals at home service. Brent Council has recently adopted a community based meals on wheels model; whilst Southwark, Lewisham and Lambeth continue to provide meals on wheels as a service at reduced cost to those who are eligible through a shared service. We would like to see more information on the reasoning behind this statement, and have requested this additional information accordingly within the report for the November Adults & Safeguarding Committee meeting.

We note that the text for the consultation states that 'in exceptional circumstances, Barnet Council will consider support for meals, for example, where service users do not have the means to source or cook a meal.'

The fact-sheet says that 'our social care team will work with individuals to find innovative and creative solutions to meeting their nutritional needs.:' referring to lunch clubs and catering companies. This is a statement that is especially vague and non-committal, particularly in the light of the statement earlier on in the fact-sheet that a number of options for support have already been ruled out.

Far greater clarity on what is being considered and proposed should have been provided within this consultation - in particular, in relation to the statutory duties identified that the Council still has to adults.

Points in relation to issues raised by the Labour Group

- In relation to providing people with a direct payment and using home care services to support people with meals, this already happens for people who have eligible social care needs in relation to nutrition. Where people are assessed as having an eligible social care need, this type of support will be considered if appropriate. The Council recognises that it has duty to meet assessed eligible needs and has a duty to safeguard vulnerable adults.
- The proposal is to no longer provide a home meals service once the current contract ends on 31 March 2016.
- However we are proposing that all customers will be signposted to alternative options within the community, for example lunch clubs and other catering companies. We have already started this process by collecting information about a range of alternatives available and this information has been published on the Council's website. New and potential users will be offered advice and signposting.
- Through the face to face reviews current service users and their carers/next of kin are also being made aware of the number of specific options available to them.

- The report which will be presented to the Adults and Safeguarding Committee In November will set out the range of options that were considered as part of the proposal and why those options were ruled out. It will also set out statutory duties of local authorities in relation to meeting nutritional needs.
- The social care team have been working, and will continue to work closely with current service users and their carers / next of kin as appropriate, through the face to face reviews, to ascertain current level of need and identify alternative options that may be suitable in the future, should the proposal to not renew the contract be agreed by Committee.

3.5. Summary - face to face reviews

Face to face reviews were undertaken by social workers/reviewers from the Adults and Communities Delivery Unit, between August 2015 and October 2015, to ascertain the level of need of current service users of the home meals service and their carers; and also to identify if there are alternative options for lunch time meals that would be suitable in the future, if Committee agree the proposal.

In October 2015, at the time of the reviews, 157 people were using the home meals service.

As at 9 October 2015 153 (out of 157) reviews had been completed, and 4 were awaiting a review.

Since 97% of 157 reviews have been completed, it can be assumed that the detailed findings presented later in the report provide a strong view of the overall impact on the current service users.

3.5.1 Face to face reviews – summary of key findings

The below summary findings are based on the 153 reviews that have been completed.

Question	Responses		
Meal types	<i>Note: percentages have been rounded up.</i>		
	Meal type	% of service users	Number of service users
	Standard	61%	94
	Kosher	27%	41
	Asian meals	3%	5
	Other	8%	12
	No response	4%	6
Service users' ability to be mobile i.e.. can they access facilities in the community		% of service users	Number of service

		users
Are mobile	15%	23
Are mobile with support	38%	59
Not mobile	40%	61
No response	7%	10
Total	100%	153

The most common reasons given for not being able to be mobile, or the type of support required, are:

	% of service users	Number of service users
Poor mobility / frail	26%	31
Can get out / requires support to get out from carer/ care worker / family / friend	22%	27
Has walking aid	19%	23
Dementia / forgetfulness / Alzheimer's	12%	15

Note: This table is not exhaustive; respondents provided more than one response.

	% of service users	Number of people
Support / care worker	44%	68
Help from friends / family	16%	25
Independently	8%	12

How service users meet their nutritional needs for breakfast, lunch, dinner and other snacks

The most common responses for support for breakfast, dinner and other snacks was:

Breakfast:

	% of service users	Number of people
Support / care worker	44%	68
Help from friends / family	16%	25
Independently	8%	12

¹ Adds up to more than 100% as respondents provided more than one comment and percentages are calculated on the number of respondents.

	<p>Lunch</p> <ul style="list-style-type: none"> For lunch service users receive this from Sodexo and only a very few service users have their lunch served by their carer / care worker <p>Dinner:</p> <table border="1" data-bbox="791 595 1410 871"> <thead> <tr> <th></th> <th>% of service users</th> <th>Number of people</th> </tr> </thead> <tbody> <tr> <td>Support / care worker</td> <td>39%</td> <td>60</td> </tr> <tr> <td>Help from friends / family</td> <td>18%</td> <td>28</td> </tr> <tr> <td>Independently</td> <td>7%</td> <td>10</td> </tr> </tbody> </table> <p><i>Note: tables above are not exhaustive; respondents provided more than one response.</i></p>		% of service users	Number of people	Support / care worker	39%	60	Help from friends / family	18%	28	Independently	7%	10												
	% of service users	Number of people																							
Support / care worker	39%	60																							
Help from friends / family	18%	28																							
Independently	7%	10																							
<p>Day to day support service users have to help with preparation of a meal</p>	<p>The top 4 responses included:</p> <table border="1" data-bbox="791 1126 1410 1749"> <thead> <tr> <th></th> <th>% of service users</th> <th>Number of people</th> </tr> </thead> <tbody> <tr> <td>Carer</td> <td>37%</td> <td>56</td> </tr> <tr> <td>Family</td> <td>19%</td> <td>29</td> </tr> <tr> <td>Friends</td> <td>5%</td> <td>7</td> </tr> <tr> <td>Other – care worker / care agency</td> <td>4%</td> <td>6</td> </tr> <tr> <td>None</td> <td>18%</td> <td>27</td> </tr> <tr> <td>Other</td> <td>3%</td> <td>4</td> </tr> <tr> <td>Total</td> <td>86%²</td> <td>129</td> </tr> </tbody> </table> <p><i>Note: percentages have been rounded up.</i></p>		% of service users	Number of people	Carer	37%	56	Family	19%	29	Friends	5%	7	Other – care worker / care agency	4%	6	None	18%	27	Other	3%	4	Total	86% ²	129
	% of service users	Number of people																							
Carer	37%	56																							
Family	19%	29																							
Friends	5%	7																							
Other – care worker / care agency	4%	6																							
None	18%	27																							
Other	3%	4																							
Total	86% ²	129																							

² This figure is below 100% because not all respondents responded to the question

Other support services service users have in place (*in addition to home meals service*)

Support	% of people	Number of people
Homecare agency, Council funded	50%	77
Direct payment	3%	5
Homecare agency and direct payment	1%	2
Day care / care worker	6%	9
Self-funder	1%	1
Voluntary sector	1%	1
Other	1%	2
Warden (sheltered housing)	1%	1
Family	1%	1
None	3%	4
Private carer arrangements	8%	12
Day care / care worker	6%	9
None	3%	4
No response	23%	37
	108% ³	165

Note: percentages have been rounded up.

³ Adds up to more than 100% as respondents provided more than one comment and percentages are calculated on the number of respondents responding to the questionnaire.

How service users pay for their meals	The top 4 responses included:		
		% of people	Number of people
	Pension	36%	55
	Income / savings	30%	46
	Welfare benefits and pension	7%	11
	Welfare benefits	6%/	10
	Relative pays	3%	4
	Pension and relative pays	3%	4
	Not funded by LBB	3%	4
	A combination of sources	6%	10
	No response	6%	9
	Total	100%	153

Note: percentages have been rounded up.

Key findings:

- There were concerns about the financial impact on service users if there were no alternative options available and the pressure on some service users to meet the full costs of a lunchtime meal. These were views expressed by the service users and are not based on a financial assessment (which was not carried out at the point of review). During the reviews service users / carers were provided with information about a range of meals options and associated costs that are available in Barnet.
- People expressed that the impact of not having a meals service (or access to a meals service) would be high for a number of service users and their carers. During the face to face reviews service users and their carers were provided with information about available alternative options.
- Suitable alternative options were identified for the majority of service users if Committee agrees to the proposal and following expiry of the current contract. The majority of users agreed to take up the alternative options

The alternative options selected by service users include:

- Purchasing meals directly from Sodexo through private arrangements

- Frozen meals / ready meals / supermarket / Wiltshire Farm Foods / Cook / Oak House / other providers
 - Support from family / care worker / employ a carer
 - Voluntary sector / community services / lunch clubs
- The reviewers identified that a small number of service users will continue to need support from the Council for lunch-time meals; the Council will arrange this through the most appropriate means, with client contributions in line with the published fees and charges for Adult Social Care.