

## APPENDIX B: Home Meals Equalities Impact Assessment

### Commissioning Group

### Equality Impact Assessment

Please refer to the guidance before completing this form.

1. Details of function, policy, procedure or service:	
<i>Title of what is being assessed:</i> <b>Proposal to de-commission home meals service in Barnet</b>	
<i>Is it a new or revised function, policy, procedure or service?</i> <b>Revised</b>	
<i>Department and Section:</i> <b>Joint Commissioning Unit, Commissioning Group</b>	
<i>Date assessment completed:</i> <b>October 2015</b>	
2. Names and roles of officers completing this assessment:	
Lead officer	<b>Amisha Lall / Rodney D'Costa</b>
Stakeholder groups	
Representative from internal stakeholders	
Representative from external stakeholders	
AC Equalities Network rep	
Performance Management rep	
HR rep (for employment related issues)	

### 3. Full description of function, policy, procedure or service:

#### SUMMARY

There are 157 people receiving a home meals service of which:

- 57% are older people aged 85 and over and this group will be negatively impacted.
- 50% (79 people out of 157 people) are classified as people with 'physical disability – frailty' and this group are likely to be negatively impacted.
- In relation to Ethnicity 79% of 157 service users are white (including white British and Irish). There are few service users (13%) of BME backgrounds. However any changes or withdrawal of service will have an impact on customers from minority ethnic backgrounds.
- Jewish people who receive the home meals service are over represented compared to Barnet's overall Jewish population which accounts for 18% of the population. Therefore there will be a negative impact on this group.
- 68% of service users are female; while the majority of recipients are female, there will be no disproportionate on them. People will not be affected any differently from other groups by virtue of their gender / sex.
- Carers of those receiving the service will be impacted by the proposed change. It may result in an increase in their responsibility for their cared for.
- A public consultation was held between August 2015 and September 2015 and also service users (153 out of 157) have had face to face reviews to ascertain their level of need and identify if there are alternative options for home meals available for service users, if the proposal to not have the service is agreed. Details of the findings can be found in part 16 of this report.
- The public consultation and feedback from the reviews suggest that people are not in favour of the proposal. Furthermore the EIA has demonstrated that if the proposal to not have a home meals service in the future is agreed, it will have a negative impact for some, mitigated by support from the Council to help customers find suitable alternatives. Where there is an assessed need the Council will continue to fulfil its duty under the Care Act 2014.

## **Background**

Home meals (sometimes also referred to as “meals-on-wheels”) are provided to eligible service users by Sodexo on behalf of Adults and Communities Delivery Unit. The current contract with Sodexo commenced 1 April 2011 and, following a one-year extension, expires 31 March 2016. This presents the Council with an opportunity to review its current service provision in the context of promoting choice, independence and value for money.

The current home meals provision comprises a home-delivered hot meal to service users across the borough, 7-days a week between 12pm and 2pm. An estimated 50,000 meals are delivered annually (based on 2014-15 data). The range of meals includes standard / vegetarian option, Asian vegetarian / halal, kosher and gluten-free.

The contract also includes a monitoring service i.e. in the event that the service user does not respond to a door call and the delivery driver is unable to contact the individual or their family (depending on what details they have on record), the driver contacts the Council to inform them of a ‘no response’. This triggers the next process for the Council to investigate.

There are 157\* people currently in receipt of home meals. The approximate contract spend in 2014/15 was £465,077 gross and £274,466 net (of client contributions) not including overhead costs relating to invoicing and other accounts receivable tasks. The Council charges service users a flat rate £4.15 per meal on a monthly basis. It is important to note that there has been a long term decrease amongst Barnet service users for the current meals service (this is mirrored in other local authorities generally). This is due to a number of reasons e.g. quality of meals (suggested by anecdotal information) and the availability of other more appropriate services.

*\*As at August 2015 there were 215 people identified as receiving the home meals service. The reduction from 215 people to the current 157 people is due to a recent reconciliation of service users care package details resulting in the records held on the Swift client database being refreshed.*

Although the Council has provided a home meals service over the years, local authorities do not have a statutory duty to provide meals. Councils do have a statutory duty to meet assessed eligible needs and have a duty to safeguard vulnerable adults. This is particularly important at this time where the Council is faced with making substantial savings whilst continuing to fulfil its duty to meet the needs of its residents

## **Needs analysis**

Prior to any recommendations being made about the future of the home meals service the Council undertook a needs analysis of those receiving the home meals service.

The analysis identified that there has been a 52% reduction in service users in receipt of Home Meals, from 326 at the end of 2010/11 to 157 service users in October this year. In addition, we have seen a 15% reduction in the number of meals delivered from 56,802 meals being delivered in 2013-2014 to approximately 48,267 meals being delivered in 2014-2015.

Research also suggested that other local authorities are increasingly moving towards providing alternative and innovative solutions to providing people with access to home meals other than the traditional Home Meals Service. , including signposting residents and providing information and advice.

## **Options considered**

As part of this review, Barnet Council has considered a number of options including:

- Option 1 – Continue the service as is and run an OJEU tender to appoint a supplier for community meals
- Option 2 – Stop new enrolments in the service, identify a list of suppliers and publish their details on the Council's website to sign post new residents.
- Option 3 – Home and Community and Enablement care workers to enable individuals to prepare meals.
- Option 4 – Catering team (run by Children's Services on a trading account basis) to prepare the meals and deliver directly or via the transport team.
- Option 5 – Voluntary and community groups prepare and deliver the meals

After careful consideration Barnet Council decided that none of the options above are feasible due to a number of reasons including financial pressures the Council is faced within this time of austerity. We also identified 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.

## **Our proposal**

We are proposing to no longer provide a home meals delivery service in Barnet. If agreed by Adults and Safeguarding Committee, we would support customers to identify and arrange for alternative options within the community, for example lunch clubs or other catering companies. Our social care team will work with individuals to find innovative and creative solutions to meeting their nutritional needs. This is because increasing numbers of our customers are already choosing alternatives and we want to empower people to make choices that suit them, to stay independent and make the most of appropriate services available in the community.

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.

## **Alternative options for meals available in the community**

There are a range of alternative options available in the community for people to purchase their meals. Should the proposal be agreed, in the future the Council will sign post people to a range of alternative options.

For current service users this means:

- providing information about local cafes and meals services that will provide meal delivery services
- providing information about lunch clubs that individuals could access.
- providing information about companies that will deliver hot or frozen ready meals.
- a full review of individual needs by a social worker.

## **What will happen if the proposal is agreed?**

If the proposal to no longer provide a home meals service in Barnet is agreed by the Adults and Safeguarding Committee in November 2015:

- The Council will not procure a home meals service in the future and there will be no subsidy given to service users for purchasing their own meals
- The current contract with Sodexo will come to a natural end on 31/03/16 and the appropriate exit strategy protocols will be followed
- Service users will be signposted to alternative options in the community, where appropriate

- 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 Council will be able to spot purchase from other companies.

**Key activities completed:**

- 153 service users (out of 157) have had a face to face review between August 2015 and October 2015 to ascertain their level of need and identify other options that may be suitable for them, if the meals service is not provided by LBB.
- Public consultation launched on 3 August 2015 and ended on 30 September 2015
- New referrals to the service have been put on hold since the launch of the consultation; although referrals have been and will continue to be considered under exceptional circumstances for the remaining duration of contract. Whilst there is a hold, all current service users continue to receive their meals service.

**Next steps:**

- Report to the Adults and Safeguarding Committee in November to make a decision

**4. How are the equality strands affected?** Please detail the effects on each equality strand, and any mitigating action you have taken so far. Please include any relevant data. If you do not have relevant data please explain why.

Equality Strand	Affected?	Explain how affected	What action has been taken already to mitigate this? What action do you plan to take to mitigate this?																		
1. Age	Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/>	<p><b>Negative impact</b></p> <p>The majority of the current meals service users are older people aged 65 plus. A breakdown of service users by age is as follows:</p> <p><b>Table 1: Age range of meals service users</b></p> <table border="1" data-bbox="644 846 1023 1682"> <thead> <tr> <th>Age</th> <th>No. of people (out of 157)</th> <th>% of people</th> </tr> </thead> <tbody> <tr> <td>Over age 85</td> <td>90</td> <td>57%</td> </tr> <tr> <td>75 - 84 years old</td> <td>43</td> <td>28%</td> </tr> <tr> <td>65 – 74 years old</td> <td>11</td> <td>7%</td> </tr> <tr> <td>21 to 64 years old</td> <td>13</td> <td>8%</td> </tr> <tr> <td>Total</td> <td>157</td> <td>100%</td> </tr> </tbody> </table> <p>A decision to cease the meals service may also have an adverse impact on carers. .</p>	Age	No. of people (out of 157)	% of people	Over age 85	90	57%	75 - 84 years old	43	28%	65 – 74 years old	11	7%	21 to 64 years old	13	8%	Total	157	100%	<p>153 service users (out of 157) have had a face to face review to ascertain their level of need.</p> <p>Those people who have been assessed as having the potential to be signposted to other provision will be supported appropriately (pending decision from Committee). The Council will consider supporting people under exceptional circumstances.</p> <p>Any issues and concerns have been discussed with service users (and their nominated representative if appropriate) and the Council will closely support service users with their transition to other services (if appropriate).</p> <p>A clear and transparent communications plan will be put in place to support this work pending Committee’s decision.</p>
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<p><b>2. Disability</b></p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p><b>Negative impact</b></p> <p>The majority of the current meals service users are older people and people with various health conditions and frailty:</p> <ul style="list-style-type: none"> <li>- 50% (79 people out of 157 people) are classified as people with ‘physical disability – frailty’</li> <li>- 18% (28 people out of 157) are classified as people with mental health</li> <li>- 17% (26 people out of 157) are classified as people with physical support – personal care.</li> </ul> <p>A decision to cease the meals service will have an impact on older adults with frailty and it may also have an adverse impact on carers</p>	<p>153 service users (out of 157) have had a face to face review to ascertain their level of need.</p> <p>Those people who have been assessed as having the potential to be signposted to other provision will be supported appropriately (pending decision from Committee). The Council will consider supporting people under exceptional circumstances.</p> <p>Any issues and concerns have been discussed with service users (and their nominated representative if appropriate) and the Council will closely support service users with their transition to other services (if appropriate).</p> <p>A clear and transparent communications plan will be put in place to support this work pending Committee’s decision.</p> <p>Individuals will be given information on choice of providers in formats they can understand.</p>
<p><b>3. Gender reassignment</b></p>	<p>Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/></p>	<p><b>No impact</b></p> <p>This client group will not be affected any differently from other groups by virtue of their gender re-assignment</p>	<p>N/A</p>
<p><b>4. Pregnancy and maternity</b></p>	<p>Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/></p>	<p><b>No impact</b></p> <p>This client group will not be affected any differently from other groups</p>	<p>N/A</p>

<p><b>5. Race / Ethnicity</b></p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p><b>Negative impact</b></p> <p>The information about current service users of the home meals service suggests that there are very few users from minority ethnic backgrounds. Mostly the white population are affected. However any changes or withdrawal of service will have an impact on customers from minority ethnic backgrounds</p> <p>A breakdown of people as per their ethnicity is as follows:</p> <p><b>Table 2: Ethnic groups of meals service users</b></p> <table border="1" data-bbox="646 795 1077 1792"> <thead> <tr> <th>Ethnic group</th> <th>No. of people (out of 157)</th> <th>% of people</th> </tr> </thead> <tbody> <tr> <td>White (including White: British, Irish and other):</td> <td>123</td> <td>79%</td> </tr> <tr> <td>Asian (including British Asian:, Bangladeshi, Indian and other)</td> <td>14</td> <td>9%</td> </tr> <tr> <td>Black (including Black British: African, Caribbean and other):</td> <td>7</td> <td>4%</td> </tr> <tr> <td>Other ethnic group</td> <td>5</td> <td>3%</td> </tr> <tr> <td>Mixed other</td> <td>1</td> <td>1%</td> </tr> <tr> <td>No stated / recommended / refused</td> <td>7</td> <td>4%</td> </tr> <tr> <td>Total</td> <td>157</td> <td>100%</td> </tr> </tbody> </table>	Ethnic group	No. of people (out of 157)	% of people	White (including White: British, Irish and other):	123	79%	Asian (including British Asian:, Bangladeshi, Indian and other)	14	9%	Black (including Black British: African, Caribbean and other):	7	4%	Other ethnic group	5	3%	Mixed other	1	1%	No stated / recommended / refused	7	4%	Total	157	100%	<p>153 service users (out of 157) have had a face to face review to ascertain their level of need and issues relating to their ethnicity have been identified with the service user.</p> <p>Those people who have been assessed as having the potential to be signposted to other provision will be supported appropriately (pending decision from Committee).</p> <p>The Council will consider supporting people under exceptional circumstances.</p> <p>Any issues and concerns have been discussed with service users (and their nominated representative if appropriate) and the Council will closely support service users with their transition to other services (if appropriate).</p> <p>A clear and transparent communications plan will be put in place to support this work pending Committee's decision.</p>
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6. Religion or belief	Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/>	<p><b>Negative impact</b></p> <p>People who are receiving culturally specific meals because of their religion or belief will be negatively impacted by the proposal.</p> <p>It has been identified that there will be a significant impact on the Jewish population. Table 3 above has identified that Jewish people who receive the home meals service are over represented compared to Barnet's overall Jewish population which accounts for 15% of the population and 18% of adult social care service users. Therefore there will be a negative impact on this group.</p>	The Council will ensure that the information they provide on providers of meals includes those providers who offer cultural specific meals and providers that can meet the dietary requirements of different community groups and other specialist meals such as vegetarian																		
7. Gender / sex	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>	<p><b>No impact</b></p> <p>68% of service users receiving the home meals service are female.</p> <p><b>Table 4: Breakdown of gender of meals service users</b></p> <table border="1"> <thead> <tr> <th>Gender</th> <th>No. of people (out of</th> <th>% of people</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Gender	No. of people (out of	% of people				N/A												
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<b>8.</b> Sexual orientation	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>	<p><b>No impact</b></p> <p>While data is not available on service users' sexual orientation, it is not expected that this client group will be affected any differently from other groups by virtue of their sexual orientation.</p>	N/A												
<b>9.</b> Marital Status	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>	<p><b>No impact</b></p> <p>This client group will not be affected any differently from other groups by virtue of their marital status</p>	N/A												

<p><b>10. Carers</b> (discriminated by association)</p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p><b>Negative impact</b></p> <p>Carers of those receiving the service will be impacted by the proposed change. It may result in an increase in their responsibility for their cared for.</p>	<p>153 service users (out of 157) have had a face to face review to ascertain their level of need.</p> <p>Those people who have been assessed as having the potential to be signposted to other provision will be supported appropriately (pending decision from Committee). The Council will consider supporting people under exceptional circumstances.</p> <p>Any issues and concerns have been discussed with service users (and their nominated representative if appropriate) and the Council will closely support service users with their transition to other services (if appropriate).</p> <p>The outcome of the reviews has been captured through a questionnaire, details of which are available in the Consultation Report</p> <p>A clear and transparent communications plan will be put in place to support this work pending Committee's decision.</p> <p>Identified carers will be supported through a carer's assessment. They will be signposted to carers support services as appropriate.</p>
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#### **5. What are the number, types and severity of disabilities in play in this case?**

As at October 2015 there were 157 service users receiving the home meals service, of which:

- 50% (79 people out of 157 people) are classified as people with 'physical disability – frailty'
- 18% (28 people out of 157) are classified as people with mental health
- 17% (26 people out of 157) are classified as people with physical support – personal care

The people that are most likely to be impacted by the proposal are frail and elderly people.

#### **6. What are the actions that could reduce the impact on people with disability?**

- 153 service users (out of 157) have had a face to face review to ascertain their level of need and identify other options that may be suitable for them, if the meals service is not provided by LBB; any issues relating to their disability has been identified with the service user and their nominated representative (where appropriate)
- Those people who have been assessed as having the potential to be signposted to other provision will be supported appropriately (pending decision from Committee). The Council will consider supporting people under exceptional circumstances.
- The Council will closely support service users with their transition to other services (if appropriate).
- The outcomes of the reviews have been captured through a questionnaire, details of which are available in the Consultation Report.
- A clear and transparent communications plan will be put in place to support this work pending Committee's decision.
- Identified carers will be supported through a carer's assessment. They will be signposted to carers support services as appropriate

#### **7. What will be the impact of delivery of any proposals on satisfaction ratings amongst different groups of residents?**

Satisfaction levels of service users of the current home meals service and their carers may be adversely impacted by the proposal.

Overall feedback through the consultation has not been in favour of the Council's proposal to not have a home meals service in the future, the analysis shows reasons for a recommendation to be made to the Adults and Safeguarding Committee in November, to not provide a home meals service in the future, and instead, signpost people to alternative options available in the community.

Refer to part 16 of this EIA for further details.

#### **8. How does the proposal enhance Barnet's reputation as a good place to work and live?**

There could be some external negativity about disinvestment in a home meals service.

It is envisaged that there will be no adverse impact on Barnet's reputation as a good place to work.

There is a small risk that Barnet may be seen as not a good place to live however it is likely this views will be from current meals recipients and potentially their carers, representing a small number in comparison to Barnet's overall population.

Achieving efficiencies in the service may enhance the Councils reputation.

**9. How will members of Barnet's diverse communities feel more confident about the council and the manner in which it conducts its business?**

Achieving efficiencies in the service should enhance the Councils reputation and confidence in the Council.

All current service users have had a face to face review to ascertain current level of need and what is needed if the meals service is not provided by LBB; issues relating to service users' ethnicity will be identified with the service user and their nominated next of kin / carer if appropriate.

The Council will closely support service users with their transition to other services (if appropriate).

**10. What measures and methods have been designed to monitor the application of the policy or service, the achievement of intended outcomes and the identification of any unintended or adverse impact? Include information about the groups of people affected by this proposal. Include how frequently will the monitoring be conducted and who will be made aware of the analysis and outcomes? Include these measures in the Equality Improvement Plan (section 14)**

Through:

- Face to face reviews with current service users and a questionnaire which reviewers have completed; the questionnaire captured information on the individual, their circumstance and the impact of the proposal on them and their carer (where appropriate)
- Public consultation 3<sup>rd</sup> Aug – 30<sup>th</sup> Sept. The online survey money asked questions about equalities and diversity (although there was a very limited response to these questions)
- If a decision is made to dis-invest, following closure of the service there will be no on-going monitoring, though the current customers will still have access to adults social services for any on-going needs

**11. How will the new proposals enable the council to promote good relations between different communities? Include whether proposals bring different groups of people together, does the proposal have the potential to lead to resentment between different groups of people and how might you be able to compensate for perceptions of differential treatment or whether implications are explained.**

Table 4 below shows the ethnic origin of the home meals service users, compared to the ethnicity of all adult social care service users

The data demonstrates that overall the needs of the diverse population are not being met; this could be for a number of reasons, for example:

- the current service does not meet the needs of BME communities
- that BME communities are accessing meals to meet their meal needs in other ways e.g. community groups, cultural specific catering companies, support from friends / family. The proportion of people from BME backgrounds receiving the home meals service accounts for 13% of 157 people, compared to Barnet's overall BME population which is 38.7% of the total population and approximately 20% of the total service users accessing adult social care.

**Table 4: Breakdown of meals service users by ethnicity compared to adult social care service users**

Ethnic origin	Current home meals service users		Adult social care service users (as at 9 October 2015)	
	Number of people receiving the home meals service	% of people receiving the home meals service	Number of people	% of people
Any Other Ethnic Group	5	3%	283	6%
Arab	n/a	n/a	5	0.1%
Asian/Asian British Bangladeshi	n/a	n/a	20	0.4%
Asian/Asian British Indian	11	7%	377	8%
Asian/Asian British Other	3	2%	134	3%
Asian / Asian British Pakistani	n/a	n/a	57	1%
Black/Black British African	3	2%	184	4%
Black/Black British Caribbean	3	2%	124	2.5%
Black/Black British Other	1	0.5%	74	1%
Chinese	n/a	n/a	27	0.5%
Mixed Other	1	0.5%	32	0.7%
Mixed White & Asian	n/a	n/a	16	0.3%
Mixed White and Black African	n/a	n/a	11	0.2%
Mixed White and Black Caribbean	n/a	n/a	12	0.2%
White British	110	71%	2622	52%
White Irish	2	1%	151	3%
White Other	11	7%	766	15%
Not Recorded	3	2%	58	1%
Not Stated	2	1%	8	0.1%
Refused	2	1%	64	1%
<b>Total</b>	<b>157</b>	<b>100%</b>	<b>5025</b>	<b>100%</b>

It is not likely that the proposal would lead to resentment between different groups of people. Information around alternative options will be publically available through the Council's website; this will include a list of companies that provide ethnic/cultural specific meals.

**12. How have residents with different needs been consulted on the anticipated impact of this proposal? How have any comments influenced the final proposal? *Please include information about any prior consultation on the proposal been undertaken, and any dissatisfaction with it from a particular section of the community.***

Stakeholders from the Commissioning Group and Adults and Communities Delivery Unit have been involved in developing the proposal.

The consultation commenced on 3 August 2015 and closed on 30 September 2015. The findings from the consultation are set out in the Consultation Report. The feedback from the consultation will be considered in the Committee report for the Adults and Safeguarding Committee meeting in November.

Voluntary sector providers and all partnership board members were informed about the consultation.

A letter was sent to all current service users on 03/08/15 telling them about our proposal and inviting them to provide feedback.

153 service users (out of 157) have had a face to face review and all current service users have had the opportunity to provide feedback on the proposal.

## Overall Assessment

13. Overall impact		
Positive Impact  <input type="checkbox"/>	Negative Impact or Impact Not Known <sup>1</sup>  <input checked="" type="checkbox"/> Negative	No Impact  <input type="checkbox"/>
14. Scale of Impact		
Positive impact:  Minimal <input type="checkbox"/> Significant <input type="checkbox"/>	Negative Impact or Impact Not Known  Minimal <input checked="" type="checkbox"/> Significant <input type="checkbox"/>  Impact not known	

15. Outcome			
No change to decision  <input checked="" type="checkbox"/>	Adjustment needed to decision  <input type="checkbox"/>	Continue with decision <i>(despite adverse impact / missed opportunity)</i>  <input type="checkbox"/>	If significant negative impact - Stop / rethink  <input type="checkbox"/>

16. Please give full explanation for how the overall assessment and outcome was decided
<p>While Barnet Council has provided a meals service for a number of years, local authorities do not have a statutory responsibility to provide a home meals service.</p> <p>Furthermore the number of service users of the home meals service has decreased over the last 5 years for a number of reasons, including the availability of other options.</p> <p>The EIA has demonstrated that if the proposal to not have a home meals service in the future is agreed, it will have a negative but minimal impact. The basis for this is:</p> <ul style="list-style-type: none"> <li>- The proposal is for a service that provides a lunchtime meal – that is one meal out of 3 meals a day. While there is some information to suggest that for some people the home meals service is the only main meal for some service users whereas for others people are meeting their nutritional needs for breakfast, dinner and snacks in other ways.</li> </ul>

<sup>1</sup> 'Impact Not Known' – tick this box if there is no up-to-date data or information to show the effects or outcomes of the function, policy, procedure or service on all of the equality strands.



- 153 out of 157 service users have had a face to face review to ascertain their level of need (and their carer's level of need where appropriate). Reviews for the remaining will also be completed.
- People will receive support in other ways such as sign posting to lunch clubs, supermarkets and other catering companies

The Council is faced with a number of financial challenges and this has led to the Council reviewing a number of services it provides, including the home meals service. The Adults and Safeguarding Committee commissioning plan 2015/16 – 2019/20 sets out the context for managing the key changes required by the Care Act and health and social care integration at a time of rising demand, increased expectations and shrinking resources. On the latter point, Adults and Safeguarding Committee has been required to identify £18.597m of savings (21% reduction on budget) through to 2020. If a decision is made by Committee to not continue the home meals service beyond the current contract length, there is a potential saving of £274,000 to the Council; though this amount may be reduced if a number of existing service users need on-going support at the current contract price. However the full cost of the service could be charged to the user.

It is acknowledged that if the proposal to not have a home meals service is agreed, this will lead to a closure of a service. At the same time, a new approach to supporting people will be adopted, and this includes providing people with information and advice about a range of options available to them that provide them with choice and control over what they eat, and support them to stay independent within the community. Alternative options include 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. Further details about alternative options can be found in *Appendix A of this report*.

Through the face to face reviews current service users and their carers/nominated representative have also been made aware of the number of specific options available to them.

In the future, communication channels to provide people with information/advice and signposting to alternative options for meals will include:

- The home meals web page on the Council's website
- Barnet's Care and Support Directory
- Social Care Connect Directory
- The 'front door' to the Adults and Communities Delivery Unit
- Staff – word of mouth
- Information and advice providers e.g. Barnet CAB

Whilst the EIA has shown that frail elderly people are most at risk, it is important to note that the majority of current service users (97% of 157 people) have had a face to face review to ascertain their level of need and understand the impact of the proposal on them.

If Committee agrees to the proposal the Council will closely support service users with their transition to other services (if appropriate).

### **Outcome of the Consultation**

The development of the Home Meals proposal involved extensive consultation with stakeholders commencing 3<sup>rd</sup> August to 30<sup>th</sup> September 2015 as set out in the Consultation Report. In addition it was recognised that each user of the Home Meals service would require a formal review of their needs and support plan. This was undertaken by professional staff in adult social care over the period August to October 2015. Of 157 service users, 153 were reviewed. The remaining users were not available for a formal review. The purpose of these reviews was to ascertain the level of need in relation to nutrition and to also identify customers' preferred alternative options to the current Home Meals service, should this proposal be agreed by Committee.

Overall feedback from the survey and other communications (excluding reviews) based on 23 responses to the on-line consultation via the Council's consultation e-portal, Barnet Engage and 35 other communications, detailed below, is against the proposal to discontinue the Home Meals service. The top four concerns were:

1. Concern for vulnerable people.
2. Individuals have no other way / would find it difficult to source or obtain a meal.
3. Individuals have no other care and support services other than the Home Meals service.
4. Not happy with / against the proposal.

23 people responded anonymously to the on line survey on Barnet Engage, of which:

- 17 people were Barnet residents
- 1 represented a voluntary sector / community organisation
- 1 represented a public sector organisation
- 4 categorised as 'other' (people who act as representatives for carers, & those with disabilities; and relatives of service users)

35 letters / e-mails / telephone calls were received, of which:

- 14 people categorised as current service users
- 15 people categorised as carer / family / friend / next of kin / guardian
- 4 people represented a provider / care home (this includes 1 Sodexo driver)
- 1 person was a member of the public
- 1 response was received from a political party

### **Reviews of users of Home Meals**

Individual face to face reviews of 153 service users were undertaken. These reviews have highlighted a relatively low number (16) of clients with current needs requiring the traditional home meals service (in these cases Adults and Communities staff will make the necessary arrangements to ensure continuity of service and continued safeguarding of clients). At the same time the results suggest that there are alternative options and professional staff will follow up these cases and agree the outcomes with clients subject to this proposal being agreed. There is a sufficiently strong case for not continuing the Home Meals service beyond the term of the current Sodexo contract and instead signposting people to alternative options available in the community. In a minority of cases i.e. subject to The Act, the Council may need to provide an appropriate level of support.

## 17. Equality Improvement Plan

Please list all the equality objectives, actions and targets that result from the Equality Analysis (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Objective	Action	Target	Officer responsible	By when
Monitor the equalities data from the service reviews	Ensure that alternative meals options offered to customers includes a range of meal types and the mode is suitable for frail and elderly people, including access to those services specification includes statement of expectations	Review equality impact from the service user reviews once complete	Project Manager	October
Face to face reviews of current service users	All current service users to have a face to face review to ascertain their level of need, and of their carer/family		ACDU	October

<b>1<sup>st</sup> Authorised signature (Lead Officer)</b>	<b>2<sup>nd</sup> Authorised Signature (Member of SMT) – Dawn Wakeling</b>
<b>Date:</b>	<b>Date:</b>

## APPENDICES

### APPENDIX A

#### Food and meal options within Barnet

The following table provides information on food options available in the borough. This is not an exhaustive list but contains the main service providers, please contact the providers to confirm dates times and costs.

The following organisations provide meals out in the community

Name	Description	Address / Phone No.	Other info	Event details	Website / Email
<b>The Good Neighbour Scheme for Mill Hill and Burnt Oak - Lunch Clubs</b>	Provides neighbourly support to elderly and disabled people living in Mill Hill and Burnt Oak Two Lunch Clubs each week, for older people in the Mill Hill and Burnt Oak areas. 2 course hot meal, plus tea or coffee, is served in pleasant surroundings, with good company.	The Wilberforce Centre c/o St Paul's Parish Office The Ridgeway Mill Hill NW7 1QU  <b>Mill Hill - 020 8906 3340</b> <b>Burnt Oak - 020 8959 1971</b>	If you would like to attend the club, please contact the relevant Good Neighbour Scheme in advance, so a meal can be ordered.  Transport may be available for those with mobility problems.	<b>Day:</b> Tuesdays <b>Time:</b> 12 noon - 1.30pm <b>Location:</b> Mill Hill Lunch Club, The Wilberforce Centre, St Paul's Church, The Ridgeway NW7 1QU <b>Cost:</b> £3.50  <b>Day:</b> Thursdays <b>Time:</b> 12 noon - 1.30pm <b>Location:</b> Burnt Oak Lunch Club, The Catholic Church of The Annunciation, Thirleby Road HA8 0HQ <b>Cost:</b> £3.50	<a href="http://thegoodneighbourschememhb.com/">thegoodneighbourschememhb.com/</a>  <a href="mailto:good.neighbours@yahoo.co.uk">good.neighbours@yahoo.co.uk</a>

				<b>Day:</b> Wednesdays <b>Time:</b> Lunchtime <b>Location:</b> Cottage Homes restaurant in Hammers Lane <b>Cost:</b> (reasonable restaurant prices)  <i>Note* term-time only</i>	
<b>Altogether Better - Edgware Silver Service scheme</b>	Over 60s and a guest of any age dine for £5 each at participating restaurants on a Tuesday	Watling Avenue Edgware HA8 0UB  07909 998463	Restaurants that offer the scheme have a sticker in the window or contact Altogether Better for details of participating restaurants	<b>Day:</b> Tuesday <b>Time:</b> lunchtime <b>Location:</b> participating restaurants <b>Cost:</b> £5	<a href="http://www.a-best.org.uk/projects-and-groups.html">www.a-best.org.uk/projects-and-groups.html</a>  <a href="mailto:us@betterburntoak.org.uk">us@betterburntoak.org.uk</a>
<b>Altogether Better – East Finchley Silver Service scheme</b>	Over 60s and a guest of any age dine for £5 each at participating restaurants on a Tuesday	High Road East Finchley London N2 9AY  07909 998453	Restaurants that offer the scheme have a sticker in the window or contact Altogether Better for details of participating restaurants	<b>Day:</b> Tuesday <b>Time:</b> lunchtime <b>Location:</b> participating restaurants <b>Cost:</b> £5	<a href="http://www.efab.org.uk/projects-and-groups.html">http://www.efab.org.uk/projects-and-groups.html</a>  <a href="mailto:us@efab.org.uk">us@efab.org.uk</a>
<b>Muslim Ladies Lunch Club</b>	East Finchley Neighbourhood Contact provides a lunch club on the first and third Wednesday of each	020 8444 1162	New members are welcome, transport may be provided.	<b>Day:</b> every first and third Wednesday of the month <b>Time:</b> 12pm - 2pm <b>Location:</b> Ann Owens Centre	<a href="http://www.ageuk.org.uk/barnet/neighbourhood-services">www.ageuk.org.uk/barnet/neighbourhood-services</a>

	<p>month, especially for Muslim Ladies. Home cooked Halal food is served at the Muslim Ladies' lunch club, which also gives the opportunity for Muslim women to meet for prayer and for conversation. The halal food is prepared by one of their cooks and is always wholesome and nutritious.</p>			<p>Oak Lane London N2 8LT <b>Cost: £4.</b></p>	
<p><b>Age UK Barnet Lunch Club</b></p>	<p>Provides a wide range of activities, services and information about issues of interest to older people through its centres and in the community.</p> <p>Activities and services include: Health promotion, fitness and exercise classes Lunch clubs, social</p>	<p>Ann Owens Centre Oak Lane London N2 8LT 020 8432 1423 or 020 8150 0965</p>	<p>This lunch club provides a freshly prepared 2 course meal (vegetarian option available).</p>	<p><b>Day:</b> Tuesdays and Thursdays <b>Time:</b> 12.30pm—1.30pm <b>Location:</b> Ann Owens Centre, Oak Lane London, N2 8LT <b>Cost:</b> £5.00</p>	<p><a href="http://www.ageuk.org.uk/barnet">www.ageuk.org.uk/barnet</a> <a href="mailto:christine.gilbert@ageukbarnet.org.uk">christine.gilbert@ageukbarnet.org.uk</a></p>

	groups and other activities				
<b>Friend in Need (FIN) Activity Centre</b>	<p>FIN is a voluntary organisation providing a range of services for older people, disabled people and their carers living in New and East Barnet.</p> <p>A weekly timetable of activities including seated exercise to music, arts and crafts, bingo, digital inclusion, yoga, tai chi and a range of board games, quizzes, puzzles and other activities includes a cooked meal, and a chance to meet new people</p>	<p>East Barnet Baptist Church Crescent Road East Barnet EN4 8PS</p> <p>020 8449 8225</p>	<p>Lunch is served from 12.30-2pm but can be combined with various other activities at the centre to create a day opportunity.</p> <p>Activities £3.50-£4.00 per half day session £5 lunch £1.50 tea and cake (Thu pm and Sat am free arts and crafts)</p>	<p><b>Day:</b> Mon, Tues, Wed, Thurs &amp; Sat</p> <p><b>Time:</b> 12.30 – 2pm</p> <p><b>Location:</b> Friend in Need Community Centre, East Barnet Baptist Church Crescent Road EN4 8PS</p> <p><b>Cost:</b> £5</p>	<p><a href="http://www.ebarnetbaptist.org.uk/fincentre.htm">www.ebarnetbaptist.org.uk/fincentre.htm</a></p> <p><a href="mailto:fin@fin-eastbarnet.org.uk">fin@fin-eastbarnet.org.uk</a></p>
<b>Chipping Barnet Day Centre for the Elderly</b>	<p>A club for older people to enjoy a day out in a friendly, relaxed and cheerful environment. Coffee and tea are provided on arrival followed by lunch at</p>	<p>United Reformed Church Wood Street Barnet EN5 4BW</p>	<p>A prospective member or their family, friends, doctor or social worker can contact Brigid Horgan at the Day Centre on 07923031231.</p>	<p><b>Day:</b> Monday and Friday</p> <p><b>Time:</b> 9.30am-3.30pm</p> <p><b>Location:</b> United Reformed Church Wood Street Barnet EN5 4BW</p>	<p><a href="http://www.chippingbarnetdaycentre.org.uk">www.chippingbarnetdaycentre.org.uk</a></p> <p><a href="mailto:lisa-finchley@btconnect.com">lisa-finchley@btconnect.com</a></p>

	midday and tea in the afternoon. A limited shopping service is provided.	07923 031 231	Transport can be arranged, depending on need but availability is limited		
<b>Finchley Community Network</b>	This organisation can offer day care for older adults. They offer meals, social activities, outings, exercises, information and advice, support and companionship.	Finchley Baptist Church Stanhope Avenue Finchley N3 3QL  020 8343 4896		<b>Day:</b> Thursdays <b>Time:</b> 10am-2pm <b>Location:</b> Finchley Baptist Church Stanhope Avenue Finchley N3 3QL	
<b>Barnet African Caribbean Association</b>	The Association provides a cultural day centre mainly for African and Caribbean elderly Stroke and Alzheimer's sufferers. A hot meal is provided as well as social activities such as exercise classes, arts and crafts, quizzes, games and health visitor sessions. Transport is provided.	Multicultural Community Centre Algernon Road West Hendon NW4 3TA  020 8202 0095	Freshly cooked hot meals (Caribbean and African) every Tuesday & Friday.	<b>Day:</b> Mon, Tue & Fri <b>Time:</b> 10am-3pm <b>Location:</b> Multicultural Community Centre Algernon Road West Hendon NW4 3TA	<a href="http://www.barnetmcc.moonfruit.com/#/baca/4527094419">www.barnetmcc.moonfruit.com/#/baca/4527094419</a>  <a href="mailto:baca.daycare@btconnect.com">baca.daycare@btconnect.com</a>
<b>Barnet Cypriot Centre</b>	Run by the Greek Cypriot Brotherhood Centre, this lunch club	Britannia Road North Finchley N12 9RU	All welcome.	<b>Day:</b> Wednesday <b>Time:</b> 12pm - 2pm. <b>Location:</b> Greek Cypriot	



	is for people aged 60+	020 8445 9999		Brotherhood Centre Britannia Road North Finchley N12 9RU <b>Cost: £5</b>	
<b>Cultural and Recreational Organisation for Tamil Elders (CROFTE)</b>	This centre is for Tamil elders who are over 55 years. They arrange lunch, social activities, games, daytrips and discussions.	Watling Community Centre 145 Orange Hill Road Burnt Oak London HA8 0TA  020 8841 5186		<b>Day:</b> Mon & Fri <b>Time:</b> 11am-5pm <b>Location:</b> Watling Community Centre 145 Orange Hill Road Burnt Oak London HA8 0TA	<a href="mailto:psgunasingam@yahoo.co.uk">psgunasingam@yahoo.co.uk</a>
<b>Edgware and Mill Hill Friendship Centre</b>	This is an active group which meets twice a month on Tuesdays. They also visit places of interest, organise holidays and walks, go ten-pin bowling, have games, knitting and craft groups. Visits to the theatre and meals out are also arranged. The group is affiliated to the Friendship Centre	North Road Community Centre Burnt Oak Broadway Edgware HA8 0AP  020 8931 2828		<b>Day:</b> 2 p.m. on the first Tuesday <b>Time:</b> <b>Location:</b> They usually meet at North Rd Community Centre, (between Edgware Community Hospital and The Prince of Wales pub), plus every third Tuesday at 8 p.m. (not August) at the same venue.	<a href="http://www.fcfed.com/fglwdw.htm">http://www.fcfed.com/fglwdw.htm</a>

	Federation and the Barnet 55+ Forum.				
<b>New Barnet Community Centre</b>	The community centre offers various activities for local community including an elders' luncheon.	Victoria Road, New Barnet EN4 9PF  0208 441 7044	The lunch is two courses, a main and a dessert and the cost is £4. There is a vegetarian alternative.	<b>Day:</b> Tuesdays and Fridays <b>Time:</b> 12pm-2.30pm <b>Location:</b> New Barnet Community Centre 48-50 Victoria Road New Barnet <b>Cost:</b> £4	<a href="mailto:newbarnetca@gmail.com">newbarnetca@gmail.com</a>
<b>Anand Day Centre</b>	Run by ASRA Housing Association, Anand is a specialist activity and lunch club helping to meet the needs of Asian communities within Barnet. The organisation offers lunch, social and exercise activities on Wednesdays. They also run other services such as health promotion activities and language support.	Ann Owens Centre Oak Lane East Finchley N2 8LT  Nila Patel - 020 8361 0617	It is an Indian vegetarian meal that is served	<b>Day:</b> Wednesday <b>Time:</b> 10am-3pm <b>Location:</b> Ann Owens Centre Oak Lane East Finchley N2 8LT <b>Cost:</b> £3	<a href="mailto:nilapatel16@yahoo.co.uk">nilapatel16@yahoo.co.uk</a>
<b>Anand Day Centre</b>	This project provides an activity and lunch club for Older Asian people living in Barnet.	Manor Drive Methodist Church, Manor Drive,	It is an Indian vegetarian meal that is served	<b>Day:</b> Mon & Thu <b>Time:</b> 10am-3pm <b>Location:</b> Manor Drive Methodist Church, Manor	<a href="mailto:nilapatel16@yahoo.co.uk">nilapatel16@yahoo.co.uk</a>

		Whetstone N20 0DZ		Drive, Whetstone N20 0DZ <b>Cost: £5</b>	
		Nila Patel - 020 8361 0617			

**The following organisations offer home based volunteer support which may be used to help with going shopping, arranging online shopping deliveries or other support around food and nutrition.**

<b>Name</b>	<b>Description</b>	<b>Address / Phone No.</b>	<b>Other info</b>	<b>Event details</b>	<b>Website / Email</b>
<b>Casserole Club</b>	Connecting people who like to cook and are happy to share an extra portion of a delicious home cooked meal, with older neighbours living close by who could really benefit from a hot cooked meal. Cooks are required to sign up on the site and undertake a short safeguarding process before they can search and contact local Diners.	020 3475 3444	The Casserole team works with local organisations to help reach Diners. They take self-referrals including from friends and relatives, or diners can be referred by professionals. To sign up or refer visit <a href="http://www.casseroleclub.com/yes_we_are_active">www.casseroleclub.com/yes_we_are_active</a> or call 020 3475 3444	Regular times and days will be agreed between the Cook and the Diner	<a href="http://www.casseroleclub.com/yes_we_are_active">www.casseroleclub.com/yes_we_are_active</a>  <a href="mailto:hello@casseroleclub.com">hello@casseroleclub.com</a>
<b>Befriending service - Age UK</b>	A borough wide befriending service using local volunteers. The	Ann Owens Centre Oak Lane	The Age UK website also clearly lists the other befriending	Usually arranged on a day and time to suit both the client and volunteer	<a href="http://www.ageuk.org.uk/barnet/neighbourhood-services/befriending1/">www.ageuk.org.uk/barnet/neighbourhood-services/befriending1/</a>

<b>Barnet</b>	primary aim of the service is to offer medium to long term emotional support and companionship. Many relationships will involve outings to shops, parks, help with paperwork and modern technology as well as a good cup of tea, a chat and a laugh.	London N2 8LT 020 8 432 1416	services available in Barnet		<a href="mailto:info@ageukbarnet.org.uk">info@ageukbarnet.org.uk</a>
<b>Good Neighbour Scheme High Barnet</b>	We aim to support people living at home by offering practical help, advice and friendship to the elderly, sick, disabled, housebound, anyone finding it hard to cope. This help is available to anyone living in the area of High Barnet and Arkley. Services include: Befriending Shopping once a week or we can take you to and from the supermarket Collecting prescription Transport to medical	Church House, Wood Street, Barnet EN5 4BW  0208 441 5678	There is no set charge but donations towards petrol costs and overheads are welcome		<a href="http://www.goodneighbourscheme.org/index.html">www.goodneighbourscheme.org/index.html</a>  <a href="mailto:hbgns@greenbee.net">hbgns@greenbee.net</a>

	<p>appointments and sometimes to other destinations</p> <p>If you can't manage the garden, are over 65 or disabled one of our volunteers can tend to it</p>				
<p><b>Good Neighbour Scheme Mill Hill and Burnt Oak</b></p>	<p>Provides neighbourly support to elderly and disabled people living in Mill Hill and Burnt Oak. The shopping service has a minibus with an escort and runs each Monday to either Morrisons at Queensbury, or to Brent Cross Shopping Centre. It picks users up from their doors, and returns them later with their shopping. Motorised scooters can be ordered in advance for use in Brent Cross. For those who are housebound, it may be possible to arrange shopping by volunteers.</p>	<p>The Wilberforce Centre c/o St Paul's Parish Office The Ridgeway Mill Hill NW7 1QU</p> <p>020 8906 3340</p>	<p>Clients are expected to pay modest, affordable sums towards a service they use. This helps to cover our running costs.</p>	<p><b>Day:</b> Mondays</p>	<p><a href="http://thegoodneighbourschememhbo.com/">thegoodneighbourschememhbo.com/</a></p> <p><a href="mailto:good.neighbours@yahoo.co.uk">good.neighbours@yahoo.co.uk</a></p>

<b>Altogether Better - East Finchley Shop Assistance</b>	<p>EFAB offer a range of community based activities and aims to bring people together. Individual helpers will meet shoppers at home and take down their shopping list, then go out and do the shopping for them or even take the person out shopping and just help them along the way. If available we also support with phone ordering where the shopper orders goods and then they are delivered by the shop or picked up by a local helper.</p>	<p>High Road East Finchley London N2 9AY</p> <p>07909 998453</p>	<p>Get Involved e-form available on website</p>		<p><a href="http://www.efab.org.uk/about/16-shop-assistance.html">www.efab.org.uk/about/16-shop-assistance.html</a></p> <p><a href="mailto:us@efab.org.uk">us@efab.org.uk</a></p>
<b>Friend In Need (FIN) Good Neighbour Scheme</b>	<p>Provides a shopping bus where clients are collected from their homes and driven to ASDA in Southgate to shop independently and they are then dropped</p>	<p>Friend in Need Community Centre</p> <p>East Barnet Baptist Church, Crescent Road,</p>	<p>Please contact Jesse Tan – 020 8449 8225</p>	<p><b>Day:</b> Fortnightly <b>Location:</b> Asda Southgate <b>Cost:</b> £4</p>	

	home again by the community transport driver	East Barnet, Herts, EN4 8PS			
<b>Friend In Need (FIN) – Helping Hands</b>	<p>Can help residents who are aged 65 and above and need our services so as to be able to live independently. People from age 55 who have a disability, may also access the service.</p> <p>They can help with Grocery Shopping, Banking, Paying Bills, Collecting Pensions and Prescriptions and other related tasks.</p>	020 8275 8378	Please contact Gwen Down for any further information regarding the Helping Hands service	<p>Services will normally be provided on a fortnightly basis.</p> <p>As we are a non-profit organisation, charges will apply to cover some of the actual costs of the service. Charges start at £10 per hour.</p>	<a href="mailto:Helpinghands@fin-eastbarnet.org.uk">Helpinghands@fin-eastbarnet.org.uk</a>
<b>Eat Well Live Well – Age UK Barnet</b>	<p>Eat Well Live Well is Age UK Barnet's programme to improve the health and diet of older people in Barnet as well as tackle social isolation.</p> <p>They offer a free dietary support service for people who might not be</p>		<p>This is for older people who might be struggling to eat well to stay healthy.</p> <p>Age UK Barnet trains volunteers to offer one to one support in</p>	<p>Referrals welcomed from health, social services and housing professionals who have identified clients as being at risk of malnutrition or suspect their diet may put them at risk of ill health.</p> <p>Referrals from members of</p>	<a href="http://www.ageuk.org.uk/barnet/neighbourhood-services/eat-well-live-well/">http://www.ageuk.org.uk/barnet/neighbourhood-services/eat-well-live-well/</a>

	getting the nutrition they need to stay well.		<p>people's homes to help improve diet and stay well. Many people lose their appetites due to illness. Some cannot eat the same foods that they used to or need help improving access to food.</p> <p>We aim to renew interest in food or improve diet by helping with:</p> <ul style="list-style-type: none"> <li>•Planning meals and snacks</li> <li>•Tutoring in online shopping</li> <li>•Budgeting support</li> <li>•Finding local lunch clubs and ways to make eating sociable</li> </ul>	<p>the public are also welcome if you know someone who has been losing weight recently or is not getting the nutrients they need? Maybe you need help with your own eating? Find out if Eat Well Live Well can help.</p>	
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**The following are organisations and companies that provide meal delivery services of hot ready to eat meals on a daily basis or frozen meals that can be ordered a few at a time.**

Name	Description	Address /	Other info	Event details	Website / Email
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		Phone No.			
<b>Sodexo</b>	Provides a selection of hot meals that are ready to eat and delivered daily or frozen meals that can be bought and stored	Enfield 25 Great Cambridge Road Off Lincoln Road Enfield EN1 1SH  Tel: 0208 804 6318	Sodexo also offer a range of ethnic/cultural meals including Asian Halal, Asian Vegetarian, Afro-Caribbean and Kosher.	Meals can be ordered by phone or by sending a completed form to the local office  <b>Example cost:</b> <ul style="list-style-type: none"> <li>- <b>Standard Hot meals:</b> including a pudding are £6.25p</li> <li>- <b>Frozen meals:</b> Mains range between £2.25-£3.00p Puddings .85p-.90p</li> <li>- <b>Tea time:</b> only available if receiving hot meals. Includes sandwich fruit pot and a cake at £2.95 there is also the option of a salad instead of a sandwich an additional cost of £1.25p</li> </ul> <b>Specialist meals all inc. main &amp; pudding</b> <ul style="list-style-type: none"> <li>- <b>Afro Caribbean:</b> £8.39p</li> <li>- <b>Asian Halal:</b> £8.34p</li> <li>- <b>Asian Vegetarian:</b></li> </ul>	<a href="http://uk.sodexo.com">uk.sodexo.com</a>

				£8.34p - <b>Kosher:</b> £11.40p - <b>Pureed:</b> £8.38p	
<b>Wiltshire Farm Foods</b>	<p>Provides a wide variety of frozen meals that can be ordered online or over the phone.</p> <p>Delivery is free and provided weekly or fortnightly the drivers are even able to unpack deliveries straight into the freezer should this be required</p>	0800 773 773	They provide vegetarian, kosher, halal and pureed meal options as well as a range of other dietary requirements	<p>You can either order online by choosing from the large range of frozen ready meals or via telephone and they will put you through to your local outlet.</p> <p><b>Example cost:</b>          Main meals range between £2.50 - £5.90          Puddings range between .95p - £1.95p</p>	<a href="http://www.wiltshirefarmfoods.com">www.wiltshirefarmfoods.com</a>
<b>Oakhouse Foods</b>	<p>They offer a wide range of frozen meals and desserts. Orders can be placed online or over the phone and delivery is free for orders over £30 delivery drivers are even able to unpack deliveries straight into the freezer should this be required</p>	0845 643 2009	They provide vegetarian and pureed meal options as well as a range of other dietary requirements	<p>Meals can be ordered online or over the phone.</p> <p><b>Example cost:</b>          Main meals start at £2.30p          Puddings start from 1.50p</p>	<a href="http://www.oakhousefoods.co.uk">www.oakhousefoods.co.uk</a>
<b>Cook</b>	<p>They offer a wide range of frozen meals and desserts. Orders can be placed online or over the</p>	01732 759000	They provide vegetarian meal options as well as a range of other dietary requirements	<p>Meals can be ordered online or over the phone</p> <p><b>Example cost:</b></p>	<a href="http://www.cookfood.net/">www.cookfood.net/</a>

phone and delivery there is a minimum order of £30 and orders over £50 have delivery			Main meals from £3.99p and puddings from £3.25p	
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Supermarkets have offers or multi-buys that will enable meals to be bought in bulk and prepared as and when needed. Most supermarkets offer online shopping which can be delivered to your home, there are volunteer organisations in Barnet that could help with online shopping if needed.

The following are some examples of supermarket offers.

Supermarket	Is online shopping available?	Offer examples
Sainsbury's	Yes	Frozen ready meals from £1.20
Tesco's	Yes	Chilled ready meal 3 for £6
Asda	Yes	Chilled ready meals 2 for £5
Iceland	Yes	Frozen meals for one average £1.50
Waitrose	Yes	Chilled meals 3 for £7

The following services offer short term support with basic food supplies

Name	Description	Address / Phone No.	Other info	Event details	Website / Email
<b>Foodbank Grahame Park NW9</b>	Foodbank clients bring their voucher to a foodbank centre where it can be exchanged for three day's supply of emergency food. Volunteers meet clients over a cup of tea or free	Novo Centre The Concourse Graham Park Colindale London NW9 5XB	<ul style="list-style-type: none"> <li>Vouchers are held by the Learning Disabilities Team Administrator Bridget McFarlane ext</li> </ul>	Vouchers should be used as a <b>SHORT TERM</b> solution and a maximum of <b>3</b> times. All effort should be made by staff to ensure the person has accessed advice on	info@colindale.foodbank.org.uk

	hot meal and are able to signpost people to agencies able to solve the longer-term problem.	Chieme Okuzu (Project Manager): 02083 584672  02031 500146  07415 223963	7386 / NLBP 2 <sup>nd</sup> floor H14  <ul style="list-style-type: none"> <li>Staff provide the name of the service user /carer and the date of issue</li> </ul>	maximising their income and fully explored other relevant options to resolve their financial issues longer term.	
<b>Foodbank East Barnet EN4</b>	Foodbank clients bring their voucher to a foodbank centre where it can be exchanged for three days' supply of emergency food. Volunteers meet clients over a cup of tea or free hot meal and are able to signpost people to agencies able to solve the longer-term problem.	The Salvation Army Barnet Corps Albert Road East Barnet Barnet EN4 9SH  07716 890 535	<ul style="list-style-type: none"> <li>Vouchers are held by the Learning Disabilities Team Administrator Bridget McFarlane ext 7386 / NLBP 2<sup>nd</sup> floor H14</li> <li>Staff provide the name of the service user /carer and the</li> </ul>	Vouchers should be used as a <b>SHORT TERM</b> solution and a maximum of <b>3</b> times. All effort should be made by staff to ensure the person has accessed advice on maximising their income and fully explored other relevant options to resolve their financial issues longer term.	<a href="mailto:info@chippingbarnet.foodbank.org.uk">info@chippingbarnet.foodbank.org.uk</a>

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**Other specialist information providers**

Organisation		Contact details
<b>Barnet Citizens Advice Bureau (BCAB)</b>	<p><b><u>HUB</u></b> 40–44 Church End, Hendon, NW4 4JT: Drop-in times are 9.30am – 12.00pm on Mondays and Fridays.</p> <p><b><u>NEW BARNET</u></b> 30 Station Road, New Barnet EN5 1PL: Drop-in times are 9.30 am - 12 pm on Wednesdays only.</p>	<b>Tel:</b> 0300 456 8365 Monday to Friday 9.30am - 4:00pm and until 7.30pm on Wednesdays.
<b>Age UK Barnet</b>	<b>Ann Owens Centre</b> Oak Lane London N2 8LT	<b>Tel:</b> 020 8203 5040
<b>Barnet Carers Centre</b>	3rd Floor, Global House, 303 Ballards Lane North Finchley London, London City of N12 8NP	<b>Tel:</b> 020 8343 9698

