

WAVERLEY BOROUGH COUNCIL
COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE
8 MARCH 2016

Title:

**IN DEPTH REVIEW OF THE WAVERLEY MEALS ON WHEELS SERVICE –
SCOPING REPORT**

**[Portfolio Holder: Cllr Stefan Reynolds]
[Wards Affected: All]**

Summary and purpose:

At the meeting on 19 January 2016, the Committee considered an initial, broad review of the Waverley-wide Meals on Wheels service. It agreed to establish a Sub-Committee to carry out an in-depth review to identify future priorities for the service and how these might be achieved. This scoping report sets out how the Sub-Committee intends to undertake this review and Members of the Committee are requested to make any comments.

How this report relates to the Council's Corporate Priorities:

The Council funds a number of voluntary organisations that provide high priority services for the benefit of Waverley residents in partnership with the Council. The Meals on Wheels service is provided through the Royal Voluntary Service and is available to older residents, vulnerable people and people with disabilities through a referral system. The service is funded through an annual Service Level Agreement in partnership with Surrey County Council who match-fund Waverley's financial contribution.

Financial Implications:

There are no direct resource implications associated with this report. Through the in-depth review, the Sub-Committee may feel that a new or altered delivery model for a community meals service is required to meet the needs of residents. This may result in changed resource implications to the Council.

A Waverley Meals on Wheels service is delivered by the Royal Voluntary Service (RVS) under an annual Service Level Agreement. Waverley Borough Council and Surrey County Council Adult Social Care directorate both contribute £30,000 towards the SLA service delivery, totalling £60,000.

The service operates from Brightwells Gostrey centre in Farnham, which is owned and maintained by the Council. RVS operate out of the building entirely free of charge: they occupy office space and have use of the kitchen. RVS does not pay towards utility costs and the Council is responsible for maintaining and replacing all equipment in the kitchen. In 2014/15, the Council has incurred significant kitchen repair costs. Whilst it is difficult to allocate these exact costs to the RVS service, over the past three years this additional support has averaged approximately a

further £11,000 per year. This makes the Council's overall financial support to RVS approximately £41,000 per year.

The £30,000 SLA funding for the service has remained the same since 2007. Provision has been made within the 2016/17 budget to continue funding RVS at the same level although the amount released may depend on the outcome of the review during the year.

Legal Implications:

There is a current Service Level Agreement in place between the RVS and the Council. The terms of the Agreement state that either party may terminate the Agreement upon giving six month's notice in writing to the other or a lesser period if the parties agree in writing. There is scope within the current Agreement for it to be extended whilst the review takes place. There should be no legal barriers to this being possible.

Introduction

1. The decision of this Committee to select the Meals on Wheel service as an area for in-depth review reflects the importance that Members place on how residents are supported to access a community meals service. It is timely to review what type of supported meals service residents need to support their independence and remain in their own home, particularly with the increasing older population in the borough and the other choices available to them to access meals since Meals on Wheels was established.
2. Through an annual Service Level Agreement, Waverley Borough Council contracts the RVS Surrey Hub to deliver a Waverley-wide Meals on Wheels service 5 days a week; 260 days per year.
3. RVS has been delivering Meals on Wheels throughout Waverley for over 50 years, connecting with many older people and volunteers. The service is based at the Brightwells Gostrey Centre, Farnham and all meals are heated up and delivered from here through paid staff and volunteer service model. The RVS buys ready-made frozen meals from Tillery Valley Foods, which arrive in segmented foil trays with a cardboard lid. The meals are all reheated at Brightwells Gostrey Centre and delivered hot and ready to eat from distribution points across the borough by volunteers. When delivering meals volunteers carry out a 'safe and well' check for every client.

Drivers for the review

4. The review has been identified for three main reasons:
 - a. Monitoring information provided by RVS shows that there has been a steady decrease in the take up of the Meals on Wheels service from 40,248 delivered in 2011/12 to 29,775 meals delivered in 2014/15;
 - b. Consultation from the Ageing Well Strategy highlighted the need to review the service as some residents expressed dissatisfaction with the quality of meals. Some residents said that they preferred to buy ready made meals

from local supermarkets and Wiltshire Farm Foods that deliver frozen meals to individuals;

- c. The current Meals on Wheel service has operated in the same way for some years: Future priorities and how these might be achieved may need to be considered to ensure a meals service meets the future needs of the community that offers a high quality service, meets people’s wellbeing needs and offers a value for money service.

- 5. Also, whilst the service meets all food safety requirements, Councillors have expressed concern about the length of time meals are kept warm and the impact on the quality of the meal.

Scope of the review

Is the community meals service currently being delivered in Waverley one which we should continue to support?

It is proposed that the review of the meals on wheels service focusses on addressing the following key points so that recommendations on a future of this service can be made to the Executive:

- 1. What is the most important element of the service?
- 2. What are the alternative models for supporting a community meals service?
- 3. What are the views of the staff, volunteers and customers about the service?
- 4. What financial model would need to be developed to deliver a self-sustaining service?
- 6. As part of the review, it is proposed that the Sub-Committee also spends a day with the volunteers that deliver the meals.

The review process

- 7. At their meeting on 19 February 2016, the Community Overview and Scrutiny Committee agreed that the review be conducted by a Sub-Committee, working with officers in order to complete the detailed work, before presenting its findings and recommendations back to the Community Overview and Scrutiny Committee.
- 8. The suggested process and an outline timetable for the review is set out below:

March to July 2016	Sub-Committee	In depth review
12 September 2016	Community Overview & Scrutiny Committee	Consideration of the Sub-Committee’s final report
27 September 2016	Executive Committee	Presentation of report and recommendations

9. Surrey County Council Adult Social Care directorate co-fund the service and will therefore need to be part of the review process.

Recommendation

It is recommended that the Committee:

1. Considers the scope of the review into the meals on wheels service and agrees the key questions to be addressed by the review;
 2. Agrees the review be conducted in accordance with the process and outline timetable set out above.
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Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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