

# Changes to Leicester City Council's mobile meals services

## Frequently Asked Questions

# **Mobile meals consultation**

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Consultation is taking place on changes to the mobile meals service. This document sets out answers to some questions you may have about the mobile meals service and how things might change.

The city mayor and his executive team will consider a report on what people have said during consultation once it has finished and before they make a decision about the future of the service.

In the meantime, people who are eligible for mobile meals will continue to receive them.

### **Q1) What is the mobile meals service?**

Mobile meals are hot meals which are taken to a person's home. The council either provides meals directly or asks other organisations to do so.

At the moment, British, European, Punjabi, halal and kosher meals are provided directly by the council. Two external organisations supply Gujarati and Caribbean meals.

### **Q2) Who currently receives mobile meals?**

Mobile meals are for people who need help to prepare food. To be able to receive mobile meals you need to have had an assessment.

People who might need support with a meal include those who:

- are living at home and are unable to make a meal themselves or get one from another source
- have been discharged from hospital and need a home delivered meal until they are up and about again
- have no carer available who can provide them with a meal
- would be at risk if left alone to prepare food.

Approximately 270 people in Leicester receive mobile meals at the moment.

### **Q3) Why is the mobile meals service being reviewed?**

In Leicester, the number of people receiving a mobile meal is falling. There are now less than a quarter of the number of people receiving mobile meals compared to 2010.

### **Q4) Why are fewer people choosing mobile meals?**

There are two main reasons why fewer people are choosing mobile meals:

- 1) Some people have not been satisfied with some of the meals services. People have said the quality of food is not always what it should be and that the delivery time for meals is not flexible enough.

People have also said they want more choice than is available. These findings come from the council's satisfaction survey carried out in 2010.

2) More and more people are using personal budgets to meet their social care needs. Personal budgets have been introduced across the country and give people more options over how they meet their social care needs.

Some people are taking personal budgets as a direct payment. This means the council gives them an amount of money with which they can buy services that better suit their individual needs.

### **Q5) What could change?**

If the current service is stopped, then people who need help with preparing and cooking a meal will still be supported by the council to choose an option that meets their individual requirements.

This could be:

- getting a visit from a home care assistant, to re-heat a meal or to order food in
- getting a visit from a home care assistant, to help prepare a light meal yourself
- having a hot meal brought to you by another company
- having a frozen meal brought in
- having pre-cooked meals brought in from a supermarket
- getting help with online shopping.

## **Q6) How will the council support me if the current mobile meals service is stopped?**

People who currently receive mobile meals will have an individual reassessment of their needs.

The reassessments, which will be carried out by the council, will help people to choose an option that best meets their individual needs.

Those who are assessed as needing support to get a meal will still get the support they need.

## **Q7) Will I still have to pay for the alternative meals service I receive?**

Yes. At the moment customers who receive a mobile meal pay £3.05 for each meal they receive. This is explained in Leicester City Council's fairer charging policy.

If the proposal is agreed after the consultation, customers will still have to pay for a meal and each customer will be supported to understand this through their assessment process.

## **Q8) What if I want to make my own arrangements for meals to be delivered?**

You can do that if you wish to. Information about how to find meal providers will be available free of charge when you have your reassessment.

## **Q9) What if I am unhappy with my new arrangements and I need help to sort things out?**

If you make a choice that does not suit you and you need support to make a different choice, you can contact the council and staff will be available to help you review your plans for arranging meals.

## **Q10) How can I make my views known about the proposed changes?**

You can:

- Complete the online questionnaire available at [www.consultations.leicester.gov.uk/](http://www.consultations.leicester.gov.uk/)
- Telephone 0116 252 8301 and request a paper copy of the questionnaire
- Email your views to us:  
[mobilemeals-talk@leicester.gov.uk](mailto:mobilemeals-talk@leicester.gov.uk)

The consultation runs from Tuesday 9 July 2013 to Monday 7 October 2013.

If you are a person who uses the mobile meals service you can also come to a focus group and tell us your thoughts. We have provided information about this in our letter to customers.

## **Q11) What will happen next?**

We want to make sure that everyone who may be affected by, or has views on the changes, has the opportunity to make their feelings known.

When the consultation closes, a report will be produced setting out what people have told us in the consultation. The city mayor and his executive team will then consider the best way forward.

### **Q12) Who can I contact for further information?**

If you require further information about the consultation you can contact:

By post:                      Transformation team  
Adult social care  
Leicester City Council  
B8, New Walk Centre  
Welford Place  
Leicester, LE1 6ZG

By phone:                    0116 252 8301

By email:                    [mobilemeals-talk@leicester.gov.uk](mailto:mobilemeals-talk@leicester.gov.uk)

# If you need help reading this publication or require it in a different format please contact: 0116 252 8301

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