

Have your say on the future of Leicester City Council's mobile meals services



**Please read this booklet before
completing the questionnaire**

What are mobile meals?

Mobile meals are hot meals which are taken to a person's home. The council currently provides help to around 270 people in Leicester who have difficulty preparing food themselves.

We are responsible for ensuring that there is support available for people who need help preparing or obtaining a meal, but customers are responsible for paying for their own food

We provide British, European, Punjabi, halal and kosher meals, while external organisations provide Caribbean and Gujarati meals.



Changes to adult social care services

We are changing the way we deliver adult social care services to give people more choice in the type of care and support they receive.

In the future, more people receiving an adult social care service will be given a personal budget.

A personal budget is money given by the council to people so they can arrange support to meet their needs. Individuals can decide how to spend this money according to their needs.

Some people already receive a personal budget and use the money to purchase things such as support to prepare meals.



The proposed change to mobile meals services

We want to find out what people think about the following proposal:

Stopping the council's current mobile meals service and helping people to prepare or obtain meals in alternative and more flexible ways.

This would mean that people would be able to choose different types of meal options. These options would include:

- receiving a visit from a home care assistant, to re-heat a meal or to order food in
- receiving a visit from a home care assistant, to help prepare food
- having a hot meal brought in by an external organisation
- having a frozen meal brought in
- having pre-cooked meals brought in from the supermarket
- getting help with online shopping.

The reasons for change

- As more people receive support from the council in the form of a personal budget and start choosing individual options, we cannot continue to order meals in bulk from contracted providers
- Providing services in a new way will allow people to choose high-quality, flexible options that suit them and provide customers with good value for money
- Mobile meals services are only used by a small number of people, and the demand for services is falling
- The service is becoming more expensive to run as the number of people using the service decreases.



How you can give your views

We are inviting comments on the proposals for change from those people who receive mobile meals, their families and other interested parties.

You can give your views on the proposals for change by:

- 1) Completing and returning the questionnaire with this leaflet. Please return the completed questionnaire to the address below by Monday 7 October 2013. You do not need a stamp if you are using a pre-paid envelope.

Mobile meals consultation
Leicester City Council, Transformation team
B8 New Walk Centre, Leicester LE1 6ZG

- 2) Completing the questionnaire online at www.consultations.leicester.gov.uk (deadline: Monday 7 October 2013)
- 3) We will be holding focus groups for customers and carers in the following locations:
 - Adult Education Centre, Wellington Street
Wednesday 7 August at 9.30am
 - Belgrave Neighbourhood Centre, Rothley Street
Tuesday 13 August at 2pm

What happens after the consultation?

The consultation will run from Tuesday 9 July 2013 to Monday 7 October 2013. A report will be produced showing what people have said about this proposal. This will be available in Autumn 2013.

The city mayor and his team of assistant mayors will then consider the findings of the consultation and decide whether change is needed.

No decision will be made until we have considered what people have said during the consultation.

Further information

If you require further information about the consultation, please 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

