

THIS ITEM IS FOR INFORMATION ONLY

(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting: Health, Wellbeing & Social Care Decision meeting

Subject: Meals on Wheels

Date of meeting: 10th March 2022

Report by: Mark Stables, presented by Andy Biddle

Wards affected: All

1. Requested by

Cllr Jason Fazackarley, Cabinet Member, Health, Wellbeing & Social Care.

2. Purpose

To update the cabinet member and Health, Wellbeing & Social Care spokespeople as to the plans for a meal delivery service when the current contract expires in April 2022.

3. Information Requested

An outline of the arrangements to ensure continuity and development of the service.

4. Background & Context

The traditional 'Meals on Wheels' service in Portsmouth has been provided for many years by Apetito, a national supplier. Portsmouth residents are referred to the scheme by Social Workers and other professionals and the service offers a combination of food provision and 'checking in' on residents' wellbeing.

The service is currently provided to 160 people who pay £5.50 for a standard meal. Portsmouth City Council, (PCC) offer office, kitchen and parking facilities to Apetito. With the expiry of the current contract, Apetito have informed PCC that the company no longer wish to provide the service and no other provider has shown interest in providing the service. To continue providing the service, Apetito stated that increased food prices meant the charge would have to go up to £8 per meal to be viable; this wouldn't be viable for residents.

5. Service provision from 1st April 2022

The tender documents for this service included an emphasis on environment, welfare standards and supporting the local economy. Alongside the current providers withdrawal, this has led Adult Social Care, (ASC) to explore local options and to think about how a service can be provided in a way that better supports the clear direction of the ASC Strategy and the wider priorities of the Council.

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Specifically

- Tapping into strengths of community and creating greater local resilience
- ASC acting as a facilitator in partnership with provision
- Moving beyond limited eligibility criteria to develop low level preventative supports that reduce crisis
- Supporting the local economy and protecting the local environment

As a result, ASC contracts management invited a number of prospective partners to a meeting having provided a description of the service and asked them to consider how they might address 3 outcomes

- Providing nutritious meals
- Addressing social isolation and loneliness
- Provision of welfare checks

The discussion was positive and was followed up by a questionnaire and individual meetings with interested parties. All so far are enthusiastic about being part of the scheme and have significant experience, are already providing meals and/or befriending and/or practical help. Once this process is complete a 'contract' will be produced based on mutual expectations, business continuity requirements and allocation of post codes for provision. This will form the basis of a two-year pilot scheme.

5.1 Service detail

- Partners will have allocated areas of the city but be encouraged to offer mutual support to each other
- The 'Community Builder' post, (in ASC) will act as a central point of contact and will evaluate the outcomes of the service with ASC offering support and advice around policy creation, training etc.
- Partners will be expected to manage significant growth in demand, anticipating that needs around nutrition/isolation will extend beyond 160 people in a city the size of Portsmouth
- Partners will allocate more time to visits than previously to carry out 'guided conversations' regards any issues the person may be having. They will either provide additional help themselves; for example, the pub (a community resource) currently will clean, complete DIY, shop, or refer to ASC/HIVE front desk or directly to other community groups
- Innovative approaches will be trialled for example creating virtual dining rooms via iPads so that people do not eat alone
- Post pandemic confidence-building leading where possible to people accessing lunch clubs
- Where there is existing social care provision, (e.g., Domiciliary Care) for residents, the meals provision will integrate with this service
- Ingredients will be sourced locally (not frozen foods transported longer distance as is current practice)
- The price will be lower to the customer

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- All requirements in terms of hygiene standards, adapted meals, labelling, etc will continue
- It will be a service provided for the people of Portsmouth, by the people of Portsmouth

6. Outcomes/forward planning

The main outcomes anticipated are that many more people will use the scheme and those people, if they wish it, will receive help and support in a number of areas dealing with issues that are significant to them but relatively easy to resolve. People will be better connected and better fed.

The main output of the pilot will be a Report that sets out the tangible benefits to both Health and Social Care and makes recommendations regarding a way forward.

7. Conclusion

This approach to service provision conforms with the aims of the ASC strategy:

- Building capacity in our communities with a range of solutions
- Commission from outcomes and output measures
- Deliver safe and good quality services through a sustainable market
- Commission responsive care, personalised to individual need
- Work collaboratively with communities and individuals allowing them to exercise choice and control in all aspects of service design and delivery

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Signed by (Director)

Appendices:

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location