

BRIEFING NOTE

Item No. 10

TO: Scrutiny Panel
DATE: August 2011

RE: Taste For Life Meals Service Update

Purpose

This note has been written in response to the Panel requesting more detailed and quantifiable information in relation to the Taste for Life Service.

Update on Taste For Life Service

The Taste for Life service has been in place since 7th January 2011, providing borough wide co-ordination and an advisory service, linking citizens with local community and commercial meal providers. The overarching aim is to promote the availability of a variety of meals services across the Borough are known and facilitate access to such provisions i.e. linking the citizen with the provider. Taste for Life also assist citizens in supporting decision making processes in relation to the meals provision that would best suit individual circumstances.

The commencement of the Taste for Life Service began with approximately 300 services users from the previously operational meals contract being transferred across to the Taste for Life Service. Of those 300 people, 150 requested support to access a meals or support service.

The further 150 citizens during January 2011, indicated at that point they did not require a service from Taste for Life Service, as they directly or their respective family members where co-ordinating meals arrangements as required. As part of a Taste for Life follow up initiative, since July 2011 the same 150 people are being contacted by Taste for Life Service and offered a range of support options.

In the context of new service referrals, Taste for Life received 130 new referrals, between 8th January 2011 and 18th August 2011. These referrals have resulted in the following services being established: well being visits; support with shopping and/or cooking; lunch club attendance and direct meals provision.

An examination of the complaints record from the start of the new financial year reveals that no complaints have been received about the service.

The Taste For Life Service continue to seek to extend the portfolio community based meals facilities in a truly local context, so as to not create an indirect dependency on transport. Recognising the success of this service is based on the ability to broker meal services on a truly local level. As a consequence of this realisation, Taste for Life are investing efforts to ensure they continue to make links with as many varied, local provisions available across the borough as possible.

Author

Anne Doyle
Commissioning Manager
01922 650425
doyleanne@walsall.gov.uk