

## Southampton Integrated Commissioning Unit

### Eat Well RFI - Market Engagement Workshop

Date: 13<sup>th</sup> December 2018

### Workshop Group Feedback

#### **Questions**

“What are the positive aspects of the Eat Well service specification?”

“What improvements/concerns do you have with the service specification?”

#### **Group Feedback**

- Would be a valuable service.
- City Catering Southampton (CCS) currently making links with other agencies e.g. Social Care in Action so this fits with this approach in the specification.
- Would like to see more (restaurant type) provision in extra care.
- Possibilities of engaging further with extra care e.g. Weston Court.
- Delivering food is the “easy part”. Getting people out into the community is the challenge.
- How do you educate people about the importance of eating/nutrition?
- Need constant messages.
- National Association of Care Catering has campaigned to promote Nutrition.

- Communicare Hospital Homecoming Project is using volunteers to support people discharged from hospital.
- Example -using Meon Court, Harefield as a venue. Getting people to be aware of availability of communal food options and getting people to come along are the biggest challenges. Even getting people to attend from Meon Court scheme can be difficult.
- Barriers to access include people's mental health and access to transport.
- Concern that services won't attract the people who really need the provision.
- This is a complex model so needs someone steering it. Therefore needs strong contract management from the council.
- Can't just leave it to the provider to make it happen.
- Communication with other agencies is essential e.g. Age UK, Communicare, Social Care in Action (SCIA).
- CCS feel model could fit with other projects such as current project with school children and families.
- Suggestion that intergenerational approaches can work well. e.g. Older people and children/young people. Also a wider food education program for children and families.
- Government looking to expand/pilot 'Holiday Hunger' type projects.
- Could meals on wheels and other activities be re-branded as can be stigma to "meals on wheels" title for some people?
- Commercial value of current draft specification is questionable.

## Economic Modelling Discussion

### Group feedback

- Model is not a commercial going concern.
- Not viable as price limited and margins small. If user base reduces costs would increase.
- The proposed model would require a high price per meal e.g. £6.50
- There would need to be a financial ceiling and provider would need funding above this (to protect the service).
- Struggle to see a commercial organisation going for this as it appears loss making.
- Lead provider role not working well currently. Adult Social Care (ASC) refer to other providers as well as current provider so difficult to sustain referrals for people in need at a financially viable level.
- The more you move away from having a lead provider the more financial risk there is to a provider.
- Need to build a referral process to lead provider that funnels referrals.
- Stipulate ASC need to refer to the lead provider.
- Transport availability is key to making community provision work.
- Interested organisations can have a food offer on core sites but don't need to operate out of all sites.
- Draft timescales need to be reviewed and re-considered, particularly to allow for TUPE negotiations.