

Directorate:	Adult and Community Services	Function:	Provision of Meals
Assessment by:	Sue Pidduck	Related Policies:	<ul style="list-style-type: none"> <li>➤ Race Equality Scheme</li> <li>➤ Local Area Agreement: Corporate</li> <li>➤ Priority: Older People supported to maintain Independent Lives</li> <li>➤ Care standards at 2000 (National Minimum standards)</li> <li>➤ Units Statement of Purpose</li> <li>➤ Draft Day Care Strategy</li> <li>➤ WRVS Policies</li> </ul>
Date:	28.06.06.	Related Procedures:	<ul style="list-style-type: none"> <li>➤ Specification for a Community Meals Service</li> <li>➤ Eligibility and Assessment Guidance for Meals Service</li> <li>➤ Race Equality Scheme</li> <li>➤ Draft Day Care Specification</li> <li>➤ Service User Information Packs</li> <li>➤ NACC standards</li> <li>➤ Food Standards Agency</li> <li>➤ Eligibility Criteria</li> </ul>
Equality Impact Assessment Working Group	<p>Names</p> <ul style="list-style-type: none"> <li>➤ Sue Pidduck</li> <li>Sandie Graham</li> <li>Judith McGuire</li> <li>Andrew Morley</li> <li>with assistance from</li> <li>Malik Fayaz ) Age</li> <li>Sergio Gonzalez ) Concern</li> <li>Annie Dickson</li> </ul>	<p>Role on Group</p> <ul style="list-style-type: none"> <li>➤ Chair</li> <li>Member</li> <li>Member</li> <li>Member</li> </ul>	

Step and page in Toolkit	Description of Step	Checklist	Checklist How will you do that?
1 Pg 7	<b>Identify all aims of the function/policy</b>	<p><u>All meals services (WRVS community meals, day care and residential resource units)</u></p> <ul style="list-style-type: none"> <li>• To provide nutritionally balanced and culturally appropriate meals for vulnerable services users who are identified as having critical or substantial needs for social care services.</li> <li>• To ensure the meals service reaches those most in need across the County</li> <li>• To ensure that the meals are delivered to all service users in a timely, courteous and appropriate manner and that the meals are well-presented on arrival.</li> <li>• to ensure that any changes in individual service users requirements are promptly and correctly managed by the service</li> <li>• To ensure that any compliments or complaints about the service are efficiently dealt with and changes made to the service</li> </ul> <p><u>Residential Resource Centres</u></p> <ul style="list-style-type: none"> <li>• To contribute appropriate meals to Service Users and enable them regain independence/skills through cooking their own meals and provide appropriate kitchen facilities.</li> </ul> <p><u>WRVS community meals</u></p> <ul style="list-style-type: none"> <li>• To enable vulnerable service users to maintain their independence through the provision of a meals service at home where they require support with receiving meals on a seven-day a week basis.</li> </ul>	<p>Reference to Procedural Guidelines (available on request)</p> <p>WRVS Contract Monitoring and Review Process including audits of Service Delivered by WRVS</p> <p>Monitoring via Analysis of WCC Meals Records (Frameworkki databases + Coldharbour)</p> <p>Complaints Process (Internal + WRVS)</p> <p>Ensure appropriate training to all persons involved in meal service provision</p> <p>Progress Developmental Issues through the Community Meals Steering Group</p> <p>Monitoring via regulation 26 visits in Older Peoples Resource Centres.</p> <p>CSCI inspection visits</p>

	<p><b>Consider the evidence</b></p>	<p><b><u>Existing Sources of Evidence for the WRVS Community Meals Service: (See Appendix 1)</u></b></p> <p><b><u>WCC Records of Meals Delivered 2005-6</u></b></p> <p><u>1. Age:</u> Nearly 95% of community meals recipients were aged 65 or over.</p> <p><u>2 Gender:</u> 65.5% of service users receiving a community meal were female, 34.5% were male. The profile for the type of meal (hot delivered, frozen, lunch pack, meal preparation, heat meal etc) received by male and female service users were very similar although there were proportionally a greater percentage of complete meal preparations in the home delivered for women, 10% of meals delivered to women, compared to a figure of 3% for men.</p> <p><u>3. Client Group:</u> The overwhelming majority of community meals were delivered to older people over 65 (94.6%). Service users with a physical disability received 3.8% of the meals, service users with mental health needs received 1.1% of the meals delivered and those with a learning disability received 0.5%.</p>	<p><b>What does the evidence show you?</b></p> <p>The service aims to meet the needs of the most frail and vulnerable, therefore the age distribution of service users is appropriate.</p> <p>However, there appears to be an under-representation of male users (34.5%) given that the balance of the over 65's population in the county is 43.75% males, 56.24% females.</p> <p>The fact that men received proportionally fewer meals prepared at home compared to other types of meal delivery than women, needs further investigating.</p> <p>It may well be that men are more accepting of other options such as frozen and hot delivered meals which are less dependency creating.</p> <p>The current categorisation by "client type" confirms that older people are the main recipients of the meals service, however this definition does not identify the specific and varying needs of this age group for meals or enable trends and patterns of</p>
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		<p>3. <u>Ethnicity</u></p> <p>BME communities equate to 2.5% of the County's under 65 population and 0.5% of the population over 65. For the community meals service, the majority of service users are "White British" (97.3%), those from BME communities represented 0.49% of service users of all ages.</p> <p>Further profiling is required to identify the age distribution of BME users receiving meals.</p> <p>CRE studies in ethnic issues have found that Asians in particular are more likely to suffer from long-term illnesses such as diabetes, with potentially more requirement to receive a meals service.</p> <p>3. <u>Language</u></p> <p>The majority of community meals service users (98.9%) are recorded as English-speaking. Of the remainder there were 15 users with another European language as their first language, 2 Gujerati, 1 Pujabi, 3 Urdu, 3</p>	<p>demand to be identified and catered for. Further work is needed to ensure data is collected for sub-groups of older people.</p> <p>Given that over 95% of people receiving meals in the County are over 65, the percentage of BME users is representative of this population, but is very unlikely however to be representative of the under 65's.</p> <p>This would lead to an over-representation of this group for the meals service, which is not evident.</p> <p>In view of the increasingly multi-cultural nature of the population of Worcestershire there needs to be more focus on a) recording of religion, b) ensuring the meals service reaches out to and caters for a range of ethnic and religious groups</p> <p>There is a likelihood therefore that some service users had to rely on family or friends to make the contacts for them with the service, or used a language they were not comfortable with.</p>
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	<p>What new data or research, if any, do you need?</p>	<ul style="list-style-type: none"> <li>➤ Closer analysis of data</li> <li>➤ Data on make-up of people attending Resource Centres</li> <li>➤ Analysis of care plans</li> <li>➤ Collation of evidence from reviews.</li> <li>➤ Exit from service questionnaires/analysis</li> </ul>	

<p><b>3</b> Pg10-12</p>	<p><b>Assessing the likely Impact</b></p>	<p><b><u>Positive Impacts</u></b></p> <ul style="list-style-type: none"> <li>• The Community Meals Steering Group undertook consultation last year with representatives from the Muslim community in Worcestershire on their requirements for culturally sensitive meals. Following a successful visit by representatives of the community to the Punjabi Kitchens, the Muslim committee has expressed that it would now like to receive Halal meals for 4 lunch clubs in the County. Talks are underway with WRVS to see whether Punjabi Kitchens can be accessed for both these lunch club meals and WCC Community meals.</li> <li>• The Community Meals Steering Group has ensured that the issue of supply of a choice of culturally appropriate menus is high on the agenda for the WRVS (the main Council supplier of community meals) when sourcing meals providers. The WRVS has very recently announced a new, additional provider of “cook-chill” meals which will encourage a more competitive service which will give more consumer choice of supply.</li> </ul>		
<p>4</p>	<p><b><u>Adverse Impacts</u></b> <b><u>Community Meals Service</u></b></p> <p><b><u>Client Group</u></b></p> <p><u>Older men</u> There appears to be an under-representation of older men receiving a community meals</p>	<p><b><u>Remedial Action Taken to Date</u></b></p> <p>Extensive promotion of the Meals Service is underway, with a newly launched website, and a bi-annual</p>	<p><b><u>Potential Solutions</u></b></p> <p>Launch a programme of induction for all relevant new assessment staff is available on all aspects</p>	<p><b><u>Actions Planned</u></b></p> <p>Implement Induction Programme</p> <p>Develop a training module for</p>

	<p>service.</p> <p><u>BME Communities</u> Range of meals that can be provided for people with particular cultural needs is currently restricted due to the small numbers WCC requires. Whilst progress has been made with the Muslim community in sourcing appropriate Halal meals, there are other communities in Worcestershire that the service has not yet reached (e.g. Polish, Chinese)</p> <p><u>Stock Control for BME appropriate meals</u></p> <p>Due to limited uptake of the community meals</p>	<p>newsletter going to staff and existing service users. New guidance has been launched for social work staff</p> <p>Need to expand the take-up of Meals Service by BME Communities.</p> <p>Issue raised with WRVS at Contract Monitoring meetings Diversity and Equality Statement requested from WRVS.</p> <p>Discussions have been held with Hereford &amp; Worcester Age Concern Ethnic Access Workers on the best means of reaching other communities and meeting their needs for meals</p> <p>Work ongoing to increase uptake of Community Meals</p>	<p>of the meals service</p> <p>Jointly promote the Meals Service with WRVS through events such as Skills on Show, National Meals on Wheels week.</p> <p>Further influence WRVS commissioning process Potential new contract with WRVS supplier</p> <p>Contacts to be made through WCC Race Equality forums and through the Meals E.I.A. consultation process. Publicity actions previously referred to to be applied.</p> <p>Encourage WRVS to investigate other</p>	<p>Worcestershire Hub Advisers</p> <p>Communication Programme planned with WCC Communications Team</p> <p>Encourage BME Service Users to assist in marketing of Service.</p> <p>Encourage BME Service Users to take part in User Groups &amp; Forums. Particularly in consultations on new services or contracts Further consultation with BME communities</p> <p>Awareness raising for Assessment staff.</p> <p>Discussions to continue with WRVS to ensure best</p>
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	<p>Service within the BME and minimum order volumes Community Meals suitable for BME requirements have to be ordered in as required. This can lead to a delay in provision whilst stock is awaited.</p> <p><b><u>Adverse Impacts</u></b> <b><u>All meals services</u></b></p> <p><u>Language</u> There is no publicity material on the Meals Services in other languages than English directly available, and there is no marketing of such material direct to BME Communities.</p> <p><u>Dietary Needs of All Client Groups</u></p> <p>Work within Worcestershire Primary Care Trust has identified that certain groups within the community require additional dietary intake</p>	<p>Service within the BME community to enable sufficient stock to be held to meet requirements without delay.</p> <p>Language Line is available for WCC staff as an effective translation service</p> <p>Publicity actions already referred to are in place to promote the range of meals that can be supplied via the Community Meals Service. The new meals referral form clearly indicates the types of meals available (diabetic, puree, soft, vegetarian, low fat, gluten free).</p>	<p>suppliers of BME suitable meals which can be provided at short notice and with smaller minimum order volumes</p> <p>Produce &amp; distribute information in other languages, explaining Language Line option. Provide information on Community Meals website in minority languages. Use ethnicity data to identify languages to be used.</p> <p>Further induction training for assessment staff to highlight the availability of meals on a short-term basis where necessary for all patients leaving hospital.</p>	<p>approach taken to supply BME Suitable meals with minimal delay.</p> <p>Continued marketing to promote availability of BME appropriate meals.</p> <p>Raise need for revised publicity material with the Directorate Race Equality Group.</p> <p>Engage with representative groups on an ongoing basis to improve communications.</p> <p>Marketing campaign planned with WCC Communications Team.</p>
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	<p>to support their health conditions. A tool, the “Malnutrition Universal Screening Tool” is in use by clinicians to identify those particularly at risk. Key groups in the community who are likely to be at risk include those with bowel and gastric diseases, dysphagia &amp; disease-related malnutrition. At particular risk are those over 80 recently discharged from hospital with a poor quality of life. There needs to be more accurate targetting on these groups within the community. Cultural needs must be examined within these nutritional needs</p> <p><u>Choice of meals</u> Food is can be a subjective issue and is influenced by personal likes and dislikes. All meals services need to offer a choice of meals to meet different tastes as well as different cultural requirements</p>	<p>Additional advertising has been purchased in the Worcs. Acute Hospitals Patient Information Leaflet to promote the Community Meals Service.</p> <p>WRVS meals now offer daily choices and details are available on the WCC website</p>	<p>All resource centres, day centres and the community meals service need to constantly re-evaluate their menus to ensure user choice is maintained</p>	<p>All Resource Centres and day centres to include in their service’s Statement of Purpose a reference to the fact that they aim to meet the nutritional needs and preferences of all service users, and in particular those from BME communities</p>
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	<p><u>Approach and Knowledge of Staff</u> Catering, delivery and care staff all need to be aware of the nutritional needs of service users from minority communities (Especially BME communities) This is not always the case.</p> <p><u>Perception of Services on offer</u> BME communities do not see services on offer as meeting their needs. There is a query as to whether WCC staff are really listening to their requirements</p>	<p>General equality and diversity training has been provided for staff.</p> <p>Worcester and Redditch Race Equality Forums are beginning to develop better links with local BME communities in these towns</p>	<p>A further one day cultural awareness course is required for staff with a section on food and meals Staff need to ensure recognition of religious festivals and accommodate issues around timing of meals (eg for Ramadan)</p> <p>Day centre and Resource Centre Staff need to make more contact with local BME communities, and reduce communication barriers , so that they can explain the services they offer and ensure that services adapt to meet the needs of BME communities in particular</p>	<p>New Contracts for outsourced meals services need to ensure providers will meet nutritional needs and preferences of BME Communities.</p> <p>Following the consultation meals services should be better informed about what service users want and how diverse needs can be met</p>
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**5. Formal Consultation**

The analysis, findings and action plan will be consulted on with a range of representative groups, looking at two main equality groups - Older People and BME groups.

There will also be a focus on meeting the dietary needs of people at risk due to health need across client groups.

Further work is required to plan the Organisations to be consulted.

Following consultation an Implementation Plan will be produced to meet identified equality objectives and targets. In summary the initial targets and objectives so far identified are:

- Address the under-representation of older men receiving meals.
- Increase the number of culturally appropriate meals delivered to people from Black and Ethnic Minority communities in line with local population trends.
- Ensure that Data Reporting mechanisms are available (Framework/Coldharbour/WRVS Smart system) to fully capture data on client group, language, religion and ethnicity and to identify trends.
- Implement an Induction Programme for all Assessment Staff.
- Ensure the WCC/WRVS meals contract s meet local Equality and Diversity needs as outlined through robust contract monitoring.

Implement a Communication Programme with WCC Communications Team.

- Ensure Provider Services have a Statement of Purpose which explains how they will meet the nutritional needs of BME communities
- Work towards training for all catering, meals delivery and care staff on Cultural needs in relation to Food and Meals
- Work with BME communities to meet their meals requirements on an on-going basis

**Actions Planned**

Produce Programme of Organisations to be consulted.

Explore idea of a workshop to engage all representatives

Decision to be signed off by Head of Service.

Signed (Completing Officer).....Sue Pidduck.....  
2006.....

Dated.....5 November

Signed (Lead Officer) .....

Dated.....