

Meals on Wheels Survey 2016



deliver a difference

Report prepared for:
Operations Management Team

Date: November 2016

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on Wheels Survey 2016

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Meals on Wheels Survey 2016

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Meals on Wheels Survey 2016

Summary of main findings:

- The survey ran from late August to 30 September 2016 - a period of six weeks. The survey was available in paper format and was sent to approximately 90 service users. A total of 49 responses were received (response rate=54%).
- The majority of respondents were female (60%, n=26) and 40% (n=11) were male. Over half (52%, n=23) respondents were older than 85 years old - with three respondents over 95 years old. Nearly six in ten (56%, n=25) respondents were widowed. When asked about ethnicity, over nine in ten respondents (91%, n=39) described themselves as British white or English white and over seven in ten (76%, n=31) said they were Christian.
- Just over half (51%, n=24) of respondents indicated they had a disability according to the Equalities Act of 2010.
- Respondents rated various aspects of Meals on Wheels as:
 - ✓ 74% (n=36) rated the quality of meals either 'very good' or 'good'
 - ✓ 70% (n=33) rated the variety of meals either 'very good' or 'good'
 - ✓ 81% (n=38) rated the value for money aspect either 'very good' or 'good'
 - ✓ 98% (n=48) rated the helpfulness of delivery drivers as 'very good' or 'good'
 - ✓ 93% (n=38) rated the helpfulness of office staff as 'very good' or 'good'.

When asked if there were any meals you would like to see added to the menu, 23 respondents provided menu suggestions.

The themes that emerged from additional comments include:

- Fourteen respondents said they were happy with service
- Four respondents mentioned some meals require attention (ie. need to be hotter, small portion sizes, toughness)
- Two respondents said greater variety in meal choices
- One respondent mentioned the time of delivery.

Objectives and methodology:

The survey was conducted by Epsom & Ewell Borough Council on behalf of its Operational Services team. The team is responsible for ensuring the Meals on Wheels service meet the needs of local residents and develops in a sustainable way. This survey seeks to inform the Operational Services team on how to improve the service further.

Questionnaire Development:

The questions were developed in liaison with the Operational Services team and the Shopping Service Administrator. Subject areas include:

- Quality of meals
- Variety of meals
- Value for money
- Helpfulness of delivery drivers
- Helpfulness of the office staff
- Menu suggestions
- Additional comments.

Methodology:

The survey ran from late August to 30 September 2016 - a period of six weeks. Overall, 90 copies of the survey were sent to Meals on Wheels service users. A total of 49 survey responses were received (response rate=54%).

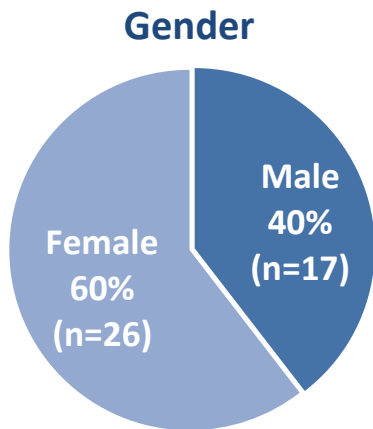
Responses to the questionnaires were sent to an outside agency for data inputting, then imported into the survey design and analysis package (SNAP v11). The results were analysed by the Council's Consultation and Communication Team.

The figures in this report are calculated as a proportion of respondents who answered each question – excluding No Reply responses. Percentages in a particular chart might not always add up to 100% due to rounding, or because a respondent is allowed to give more than one answer to the question.

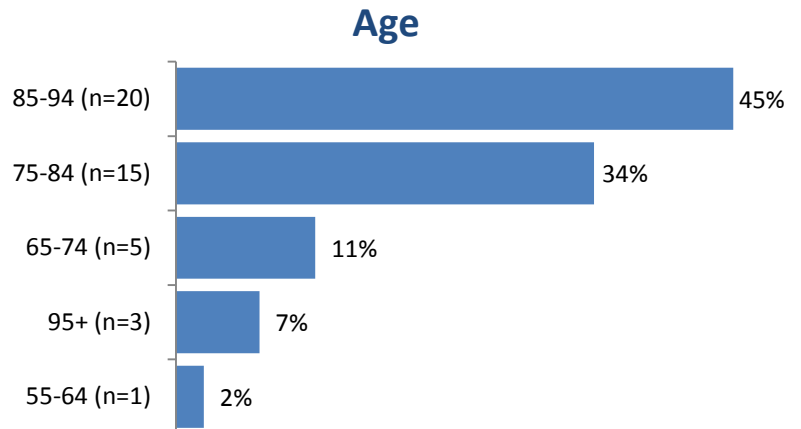
Respondent profile and equalities monitoring:

Age and gender:

Respondents were asked their gender and age group. The majority of respondents were female (60%, n=26) and 40% (n=11) were male. Over half of respondents (52%, n=23) were over 85 years old – including three respondents over 95 years old.



Base: All respondents=43

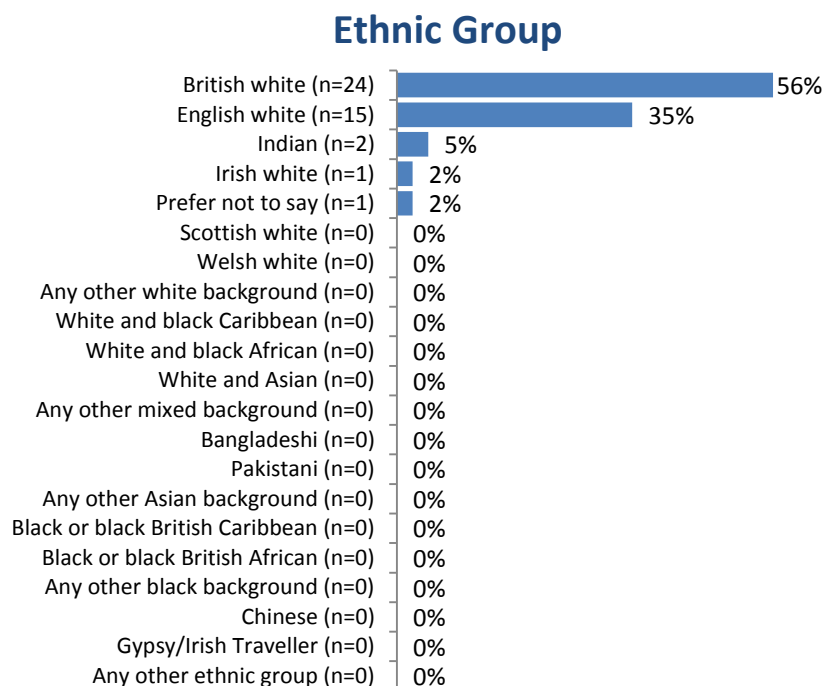


Base: All respondents=44

Other demographics:

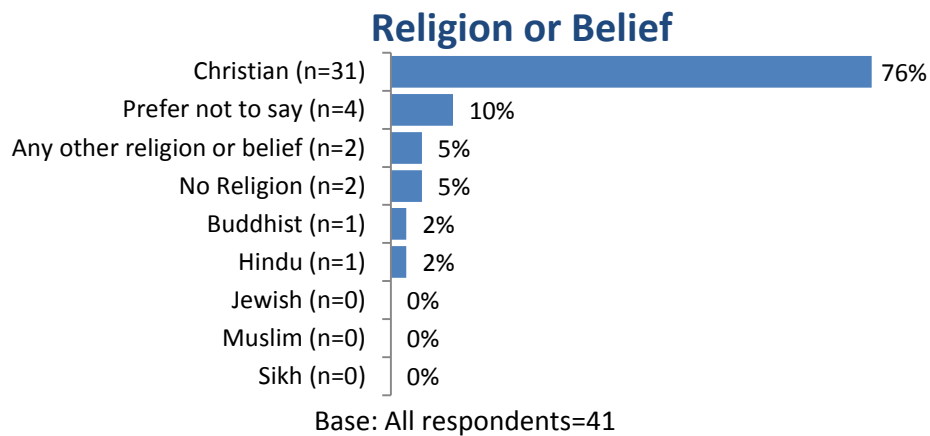
Over five in ten (51%, n=24) respondents said they have a disability according to the Equalities Act of 2010. A person has a disability for the purposes of the Act if they have a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities.

When asked about ethnicity, over nine in ten respondents (91%, n=39) described themselves as British white or English white.

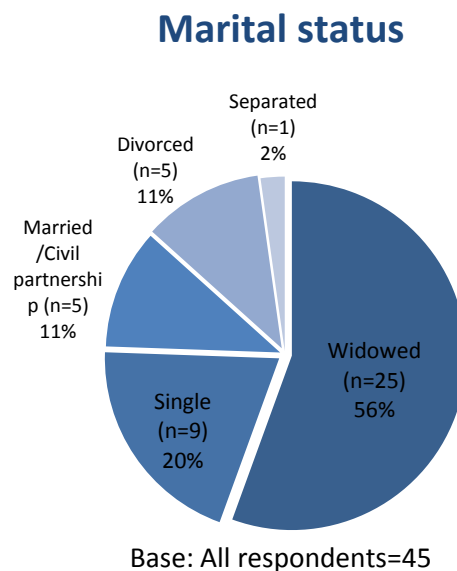


Base: All respondents=43

In terms of religious beliefs; over seven in ten (76%, n=31) said they were Christian.



When asked about marital status: The majority (56%, n=25) said they were widowed, 20% (n=9) were single, 11% (n=5) were married or in a civil partnership, 11% (n=5) were divorced and 2% (n=1) separated.



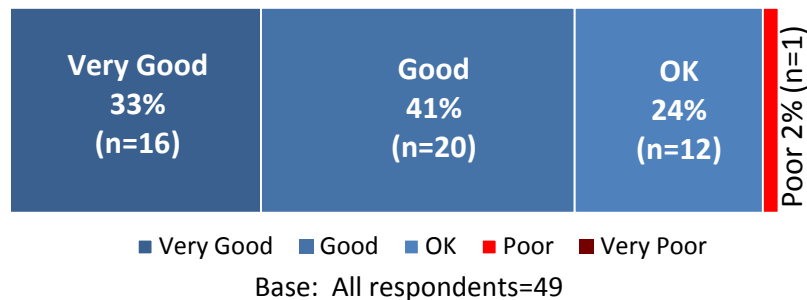
Analysis of results:

Opinion of various aspects of Meals on Wheels:

Respondents were asked to rate various aspects of the Meals on Wheels service:

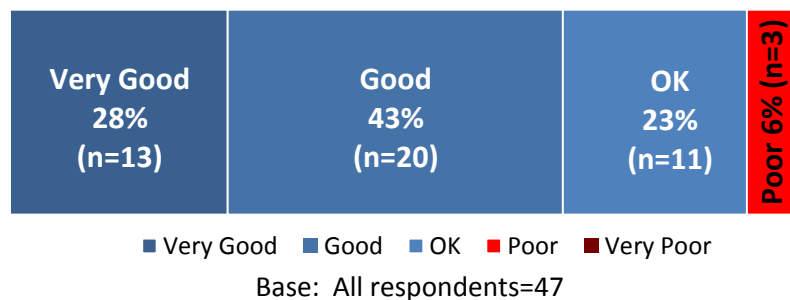
- Quality of meals: 74% (n=36) rated the quality of meals either 'very good' or 'good', 24% (n=12) said 'OK' and only one respondent (2%) rated it 'poor'.

Quality of meals?



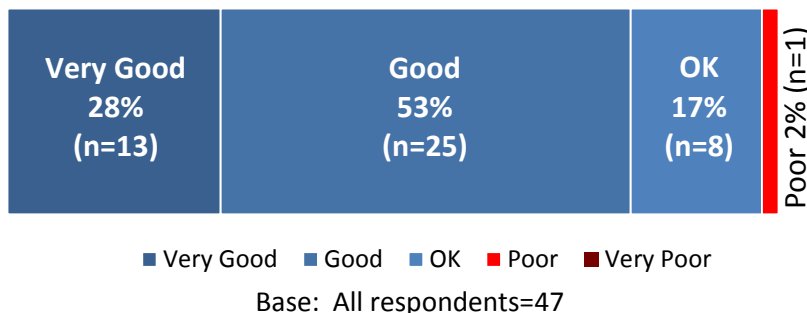
- Variety of meals: 71% (n=33) rated the variety of meals either 'very good' or 'good', 23% (n=11) said 'OK' and 6% (n=3) said 'poor'.

Variety of meals?



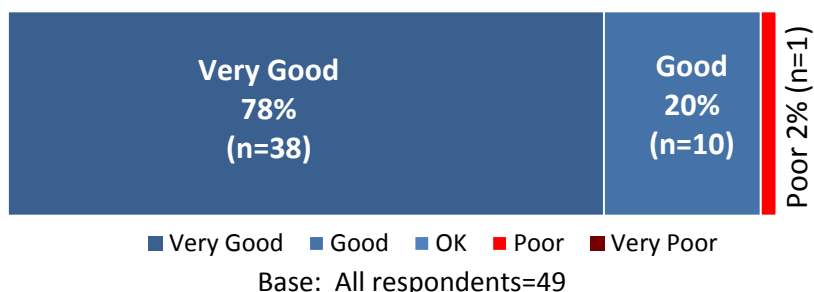
- Value for money: 81% (n=38) rated the value for money aspect either 'very good' or 'good', 17% (n=8) said 'OK' and only one respondent (2%) rated it 'poor'.

Value for money?



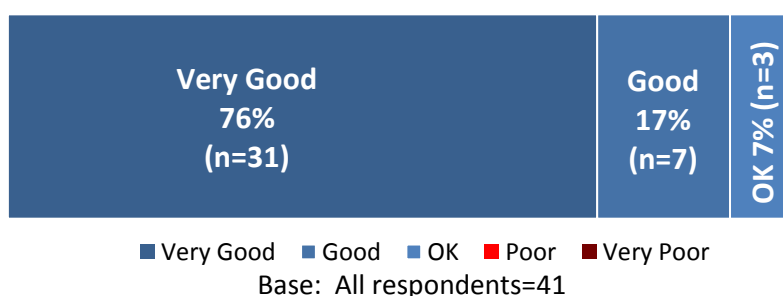
- Helpfulness of delivery drivers: 98% (n=48) rated the helpfulness of delivery drivers as 'very good' or 'good'. Only one respondent (2%) rated it 'poor'.

How helpful are our delivery drivers?



- Helpfulness of office staff: 93% (n=38) rated the helpfulness of office staff as 'very good' or 'good' and 7% (n=3) said 'OK'. There were no negative responses.

If you have reason to call the office how helpful are we?



Additional menu suggestions:

When asked if there were any meals you would like to see added to the menu, 23 respondents provided menu suggestions (listed below):

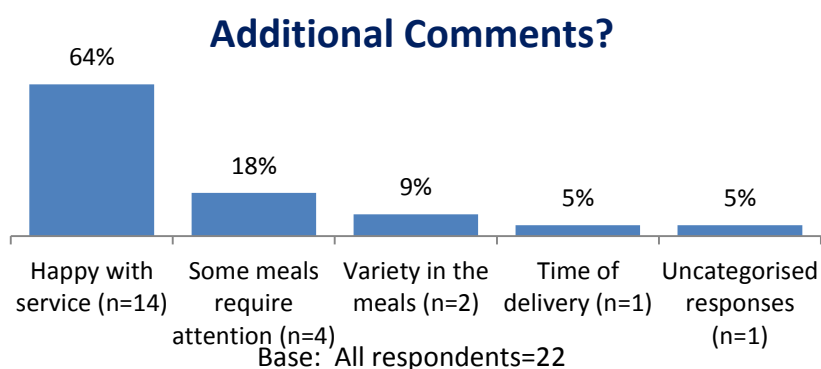
Menu suggestions:	
<ul style="list-style-type: none"> • All satisfactory thank you (although occasionally have same meal the next day) • Less mashed potato! • More casserole meals. Less 'formed' meals. Dessert meals good. No breaded fish • Good choices • Fish pie • Not so many meat dishes, a few more fish menus or even the occasional vegetarian dish • Roast potatoes • Liver 	<ul style="list-style-type: none"> • Puddings are excellent. I am not a dinner person • Few more hotpots if possible • Let's have some apples and custard and also chicken and chips and generous as well • Sausage and mash • I am very, very happy with all of the lovely vegetarian meals I receive • Occasional pasta, Chinese and curry dishes would add more variety to a basically English menu. Also, more variety in sandwiches would be appreciated

Menu suggestions:	
<ul style="list-style-type: none"> • Slice of roast beef and mini Yorkshire puddings • <respondent's name> doesn't like fish meals, mushy peas or roast potatoes • Meat curry and rice • All meals • Pasta/rice. Curry. More fish. 	<ul style="list-style-type: none"> • More green vegetables would be good, e.g. cabbage, sprouts, etc., but realise they would not keep well • Good choices • Salads, roasts, curry • Curry, spaghetti, lasagne, rice pudding and macaroni pudding.

Additional comments:

The themes that emerged from additional comments include:

- Fourteen respondents said they were happy with service
- Four respondents mentioned some meals require attention (ie. need to be hotter, small portion sizes, toughness)
- Two respondents said greater variety in meal choices
- One respondent mentioned the time of delivery.



Theme:	Examples:
1. Happy with service (n=14)	<ul style="list-style-type: none"> • Thank you for this wonderful service. Your help is much appreciated • This is a wonderful service and I really rely on it • The drivers are a valuable contact during the day and are very pleasant and helpful when they deliver my meal • I enjoy the daily visit. Drivers are friendly • I have had the meals for a long time and the staff at the depot are so helpful with the type of meals they send me • All staff very helpful and friendly • Delivery people very pleasant.

Theme:	Examples:
2. Some meals require attention (n=4)	<ul style="list-style-type: none"> • Sausages, meatballs, anything in gravy is rock solid above the gravy. Would need a hammer! • Sometimes they could be hotter • The quantities are too small. Sandwiches - shredded cheese is apt to fall apart, ham is too thin.
3. Variety in the meals (n=2)	<ul style="list-style-type: none"> • More casserole meals. Less 'formed' meals. Dessert meals good. No breaded fish • More variety on the veg and larger portions.
4. Time of delivery (n=1)	<ul style="list-style-type: none"> • Maybe we could have the meals 12.30-1.00 please.

Conclusion:

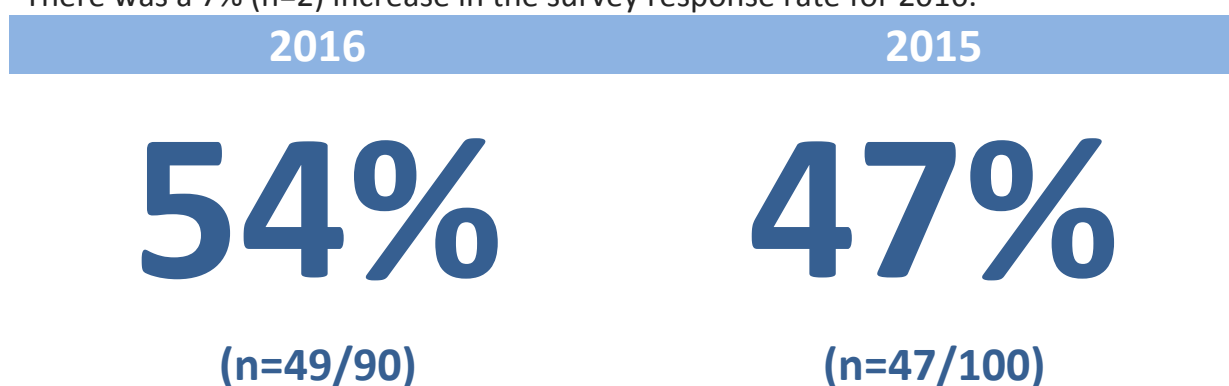
The results of the survey show the vast majority of respondents were happy with the service. Positively rated aspects included the quality of meals, variety of meals, and value for money. 98% (n=48) of respondents rated the helpfulness of delivery drivers as 'very good' or 'good' and 93% (n=38) rated the helpfulness of office staff as 'very good' or 'good'. 23 respondents also provided a number of menu suggestions. The most common theme that emerged from comment and feedback questions was that service users were happy with the service, however, there were a few developmental areas identified.

Annexe A:

Comparison of feedback between the Meals on Wheels 2015 and 2016 surveys

Survey response rate:

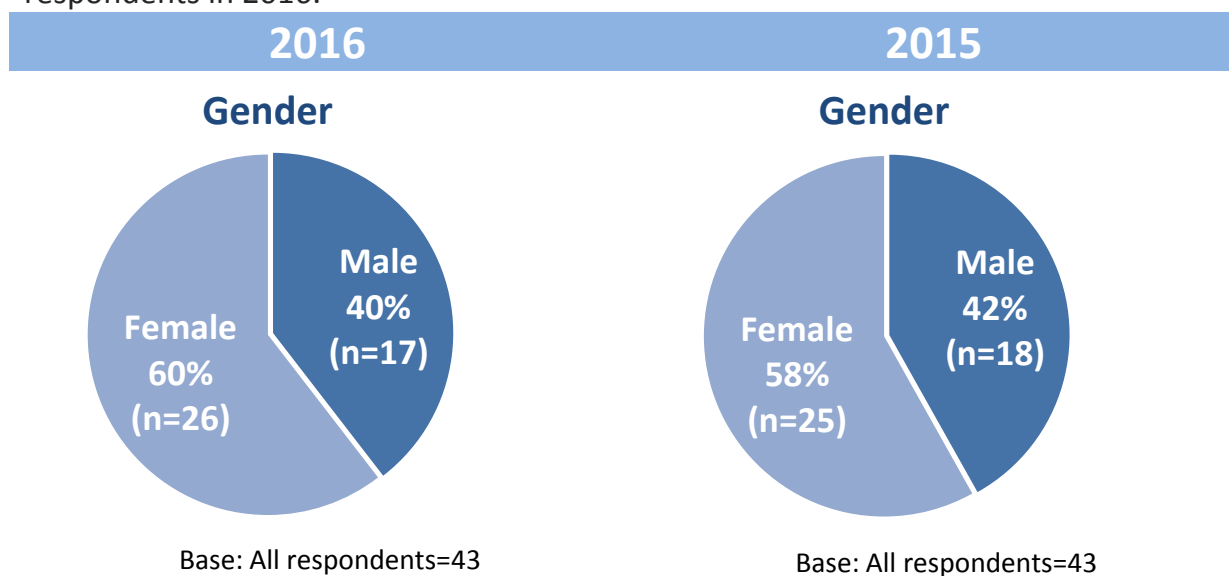
There was a 7% (n=2) increase in the survey response rate for 2016.



Respondent profile:

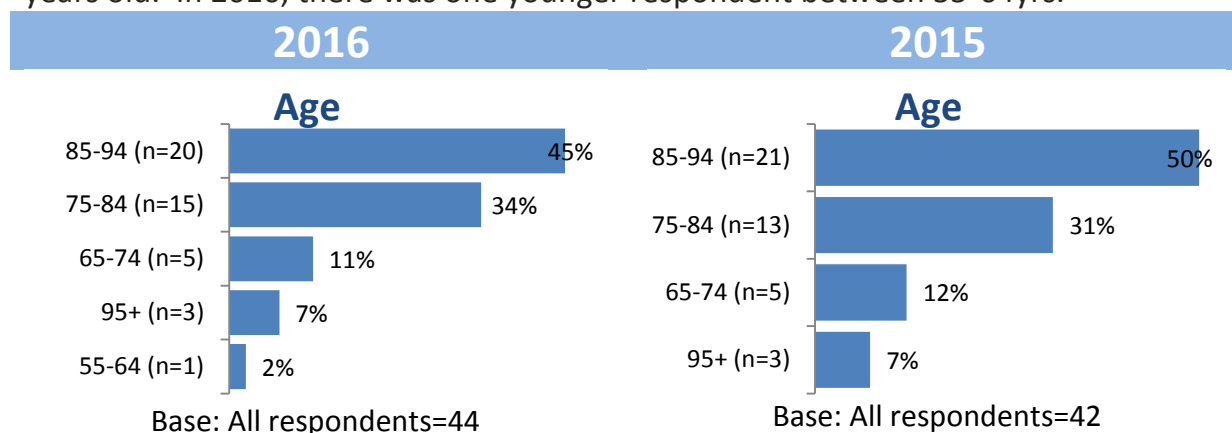
Gender:

The majority of respondents were female – with a slight (2%) increase in female respondents in 2016.



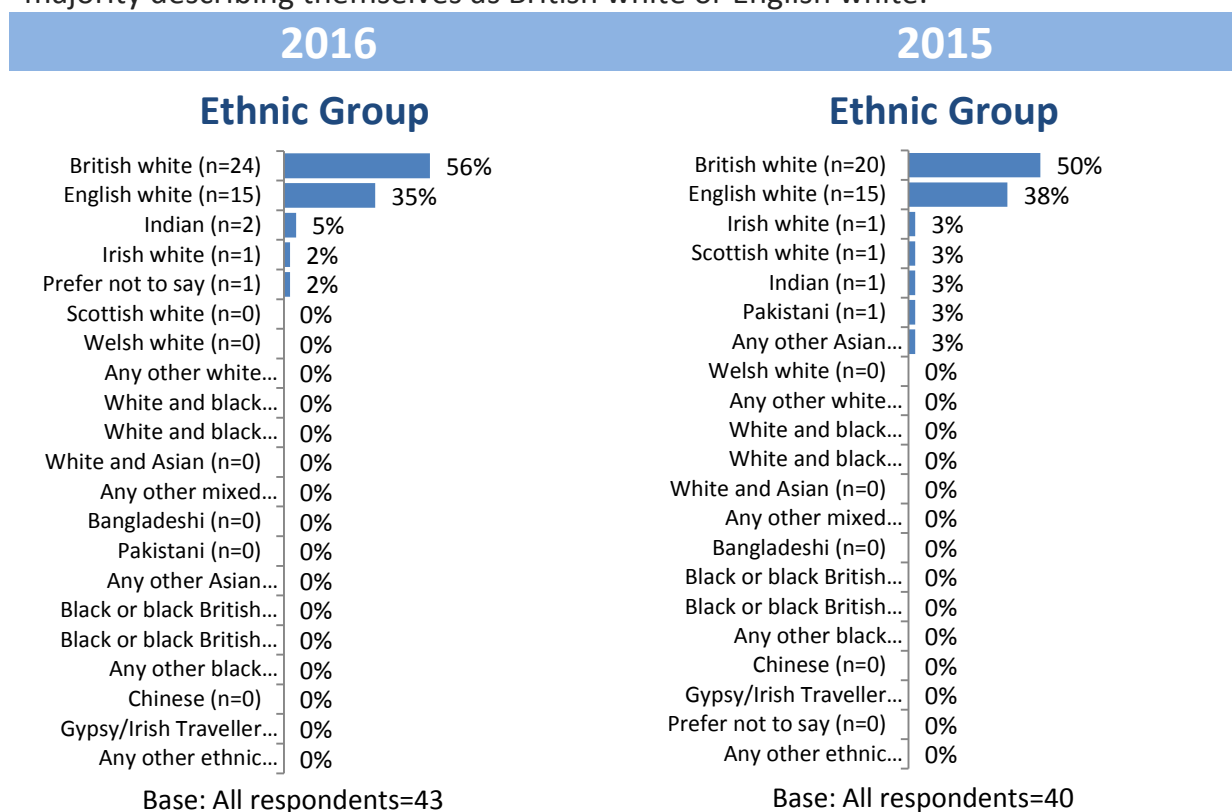
Age:

The age profile remains consistent between 2016 and 2015 - with over half the number of respondents over 85 years old – including three respondents over 95 years old. In 2016, there was one younger respondent between 55-64yrs.



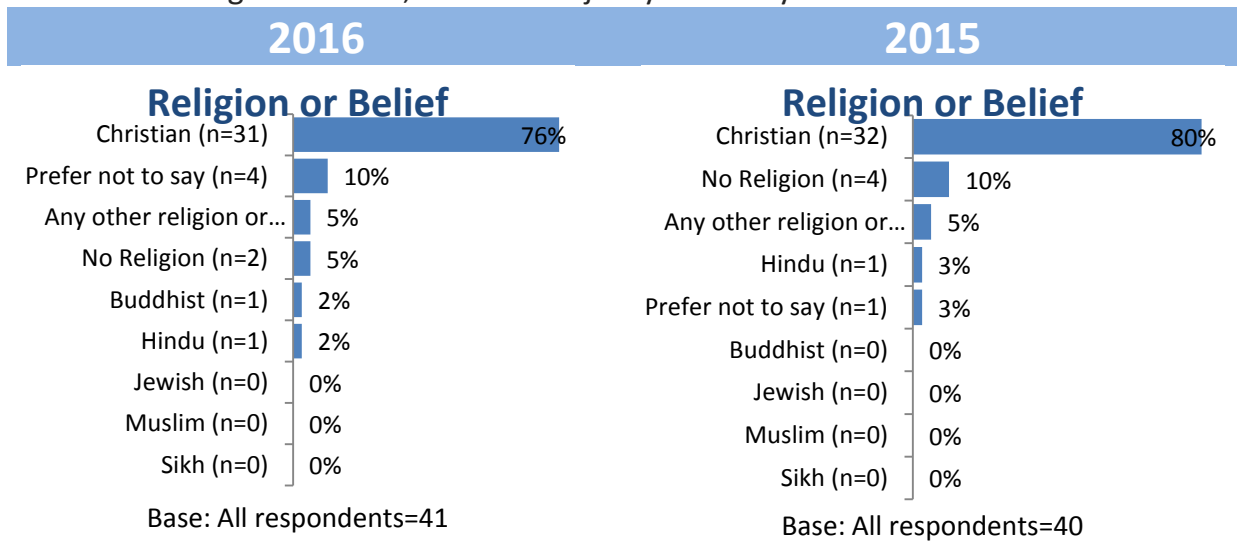
Ethnic group:

The ethnic mix remains largely similar between 2016 and 2015 - with the vast majority describing themselves as British white or English white.



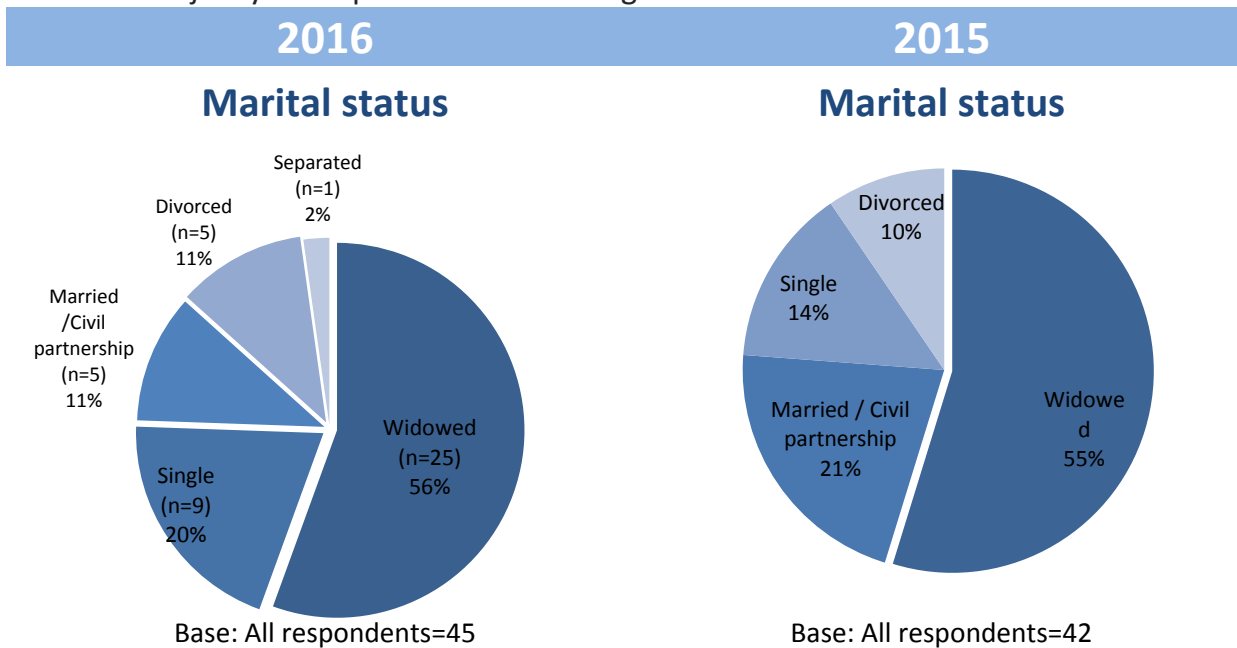
Religion or belief:

In terms of religious beliefs; the vast majority said they were Christian.



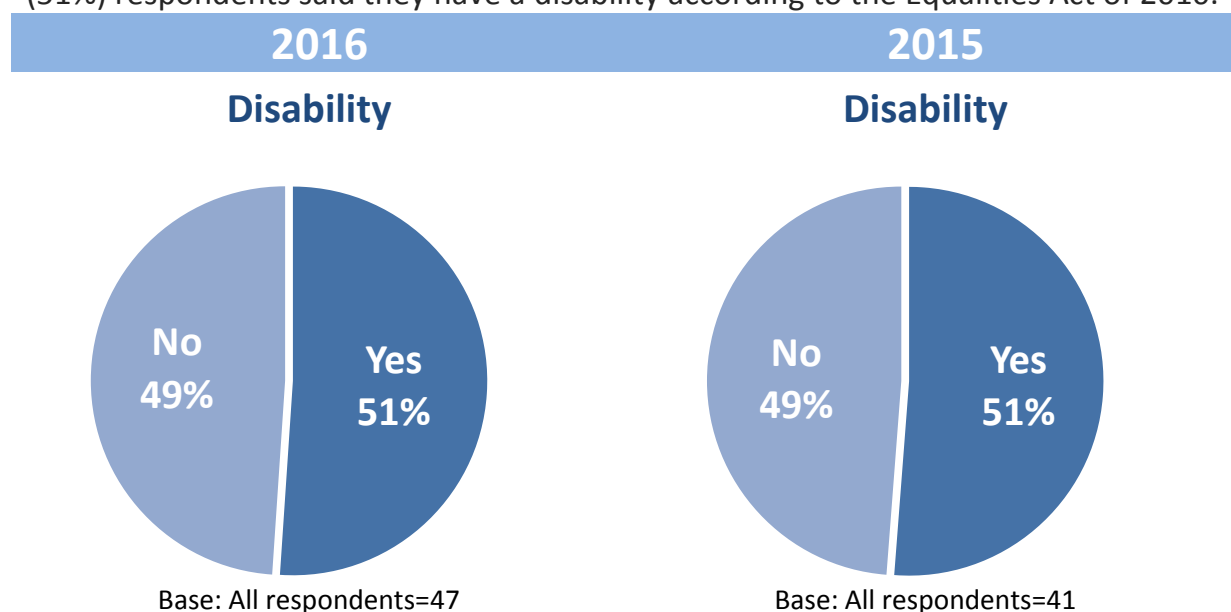
Marital status:

The categorisation of marital status remains largely similar between 2016 and 2015 – with the majority of respondents describing themselves as widowed.



Disability:

There was no change in disability status between 2016 and 2015 – with just over half (51%) respondents said they have a disability according to the Equalities Act of 2010.

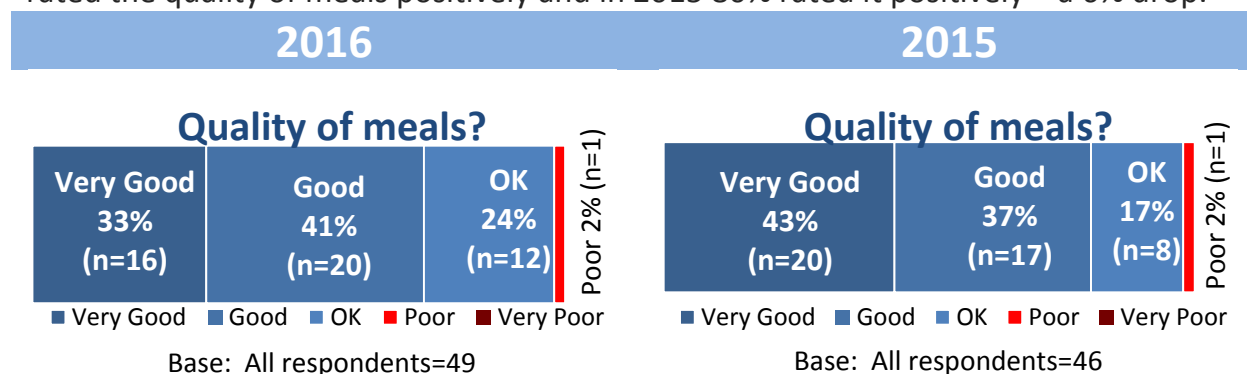


Comparison of results:

Opinion of various aspects of Meals on Wheels between the 2016 and 2015 surveys:

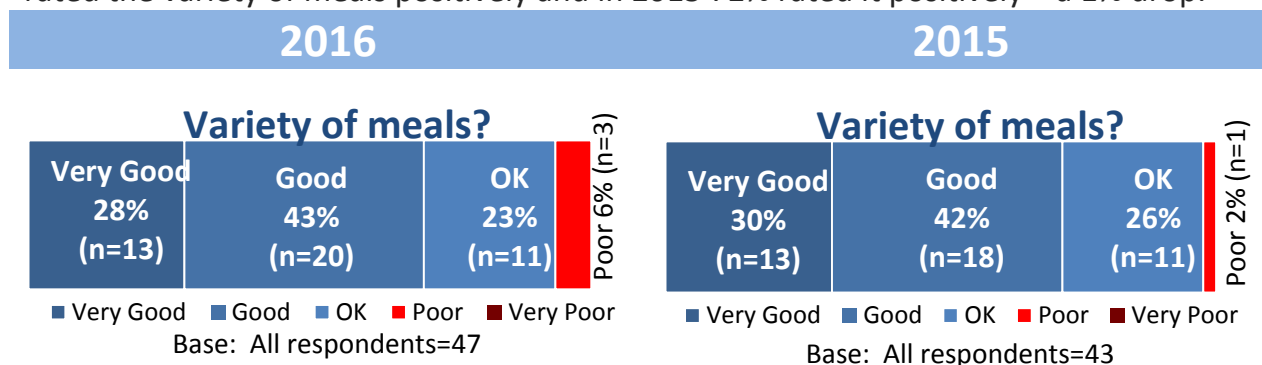
Quality of meals:

The vast majority of respondents rate the quality of meals positively. In 2016, 74% of rated the quality of meals positively and in 2015 80% rated it positively – a 6% drop.



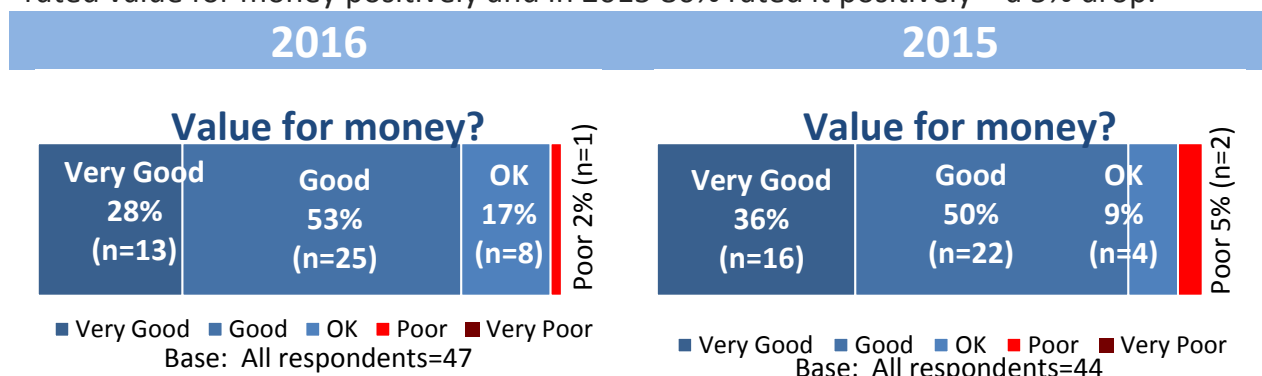
Variety of meals:

The vast majority of respondents rate the variety of meals positively. In 2016, 71% of rated the variety of meals positively and in 2015 72% rated it positively – a 1% drop.



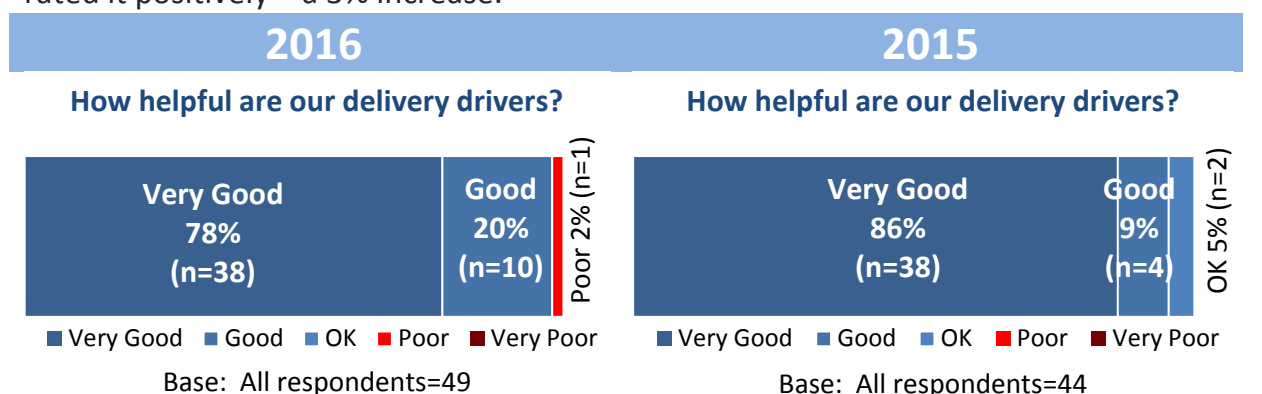
Value for money:

The vast majority of respondents rate value for money positively. In 2016, 81% of rated value for money positively and in 2015 86% rated it positively – a 5% drop.



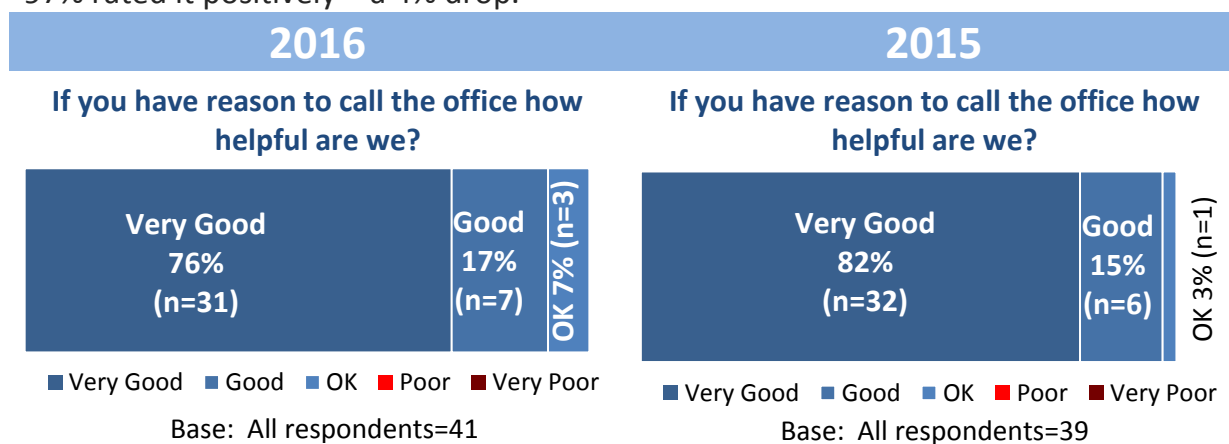
Helpfulness of delivery drivers

The vast majority of respondents rate the helpfulness of delivery drivers positively. In 2016, 98% of rated the helpfulness of delivery drivers positively and in 2015 95% rated it positively – a 3% increase.



Helpfulness of office staff

The vast majority of respondents rate the helpfulness of office staff positively. In 2016, 93% of respondents rated the helpfulness of office staff positively and in 2015 97% rated it positively – a 4% drop.



Additional menu suggestions:

When asked if there were any meals you would like to see added to the menu; in 2016 23 respondents provided menu suggestions and in 2015 20 respondents provided suggestions.

Additional comments:

The top theme that emerged from both the 2016 and 2015 surveys was that respondents were happy with the service, despite the slight percentage drops in some areas of service.

2016	2015
<ul style="list-style-type: none"> Fourteen respondents said they were happy with service Four respondents mentioned some meals require attention (ie. need to be hotter, small portion sizes, toughness) Two respondents said greater variety in meal choices 	<ul style="list-style-type: none"> Ten respondents said they were happy with service Four respondents mentioned there was little variety in the meals Four respondents said their meals are delivered late or not hot enough