

Health Improvement & Development Service
Civic Offices
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Meals delivery service to your home

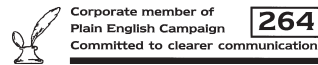
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What is the WRVS Meals on Wheels service?

This meals service provided by WRVS, is subsidised by Portsmouth City Council and delivers hot meals to your door.

What meals are available?

You will be able to select from a menu offering a varied choice of meals. All meals include a main course and dessert.

Diabetic and special diets are catered for as well as religious and ethnic needs. We can offer Halal, Afro-Caribbean and Kosher meals. All our meals come with vegetables and potatoes, rice or pasta as appropriate. The menu will be reviewed regularly, responding to customer comments and feedback where possible.



How do I order?

Your weekly menu order form will be provided by your driver.

Step1. Choose a main course and pudding for the days you want a hot meal.

Step2. Hand your completed order form back to your driver.

Step3. Your meals will be delivered to you as scheduled.

How do I get the meals?

Your hot meal will be delivered at lunchtime (between 11.30am – 1.30pm). Please note that the drivers are not allowed to leave the meal with anyone else if you are not there.

How do I cancel a meal?

If you do not need a meal for a particular day you must let WRVS know as soon as possible and by 9.30am at the latest on the day you don't need it. If you do not cancel your meal by this time unfortunately you will be charged for it.

Are meals ready to eat?

Yes, all meals are delivered to you at the right temperature. For your own enjoyment, please eat the meal straight away.

Do you only provide hot meals?

No, we do provide a weekly frozen meal service. You order in the same way and your meals for the week are delivered at lunchtime on the day of your choice. The meals are exactly the same as the hot meal service, and are clearly labelled and date stamped.

Do you only provide lunches?

No, there is a tea service available, which consists of a round of sandwiches and a piece of cake, this can only be ordered if you are having the lunch service as it is delivered at lunchtime.

How do I pay?

The simplest way is to either have cash or a cheque ready for the driver when he or she delivers your order. Or we can arrange for you or someone who pays on your behalf to receive an invoice. Direct Debits can be set up once you have been receiving meals for at least one month.

The cost from 1st April 2011 is: -

Hot or frozen two-course meals
£3.40

Tea Service
£2.30

For your security

ID badges are worn by all our deliverers. They are all CRB checked, and security checks can be made by calling the national number on the card during office hours Monday – Friday or the local number 023 9237 4308 at weekends and all other times.



If you have any questions or want to know more, contact Portsmouth City Council's Health Improvement & Development Service on 023 9268 8390 or WRVS on 023 9237 4308