

# **Independent Living - our service commitment**

## **Meals on Wheels**

The Meals on Wheels Service is provided for higher dependence residents within the Borough. Hot meals can be provided to individuals within their homes from Monday to Friday, with a frozen service available for weekends or Bank Holidays.

We aim to:

- Provide meals on wheels within one working day of asking for it, after referral from a medical or care agency;
- Carry out all home assessments within 10 working days after either a self or family referral to Meals on Wheels;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;