



Email: cff@wrccrural.org.uk

Dear Customer

Thank you for enquiring about our Hot Meal Service. Please read through the enclosed information, if you have any questions which you have not been able to find in the information provided, please contact us

Phone: TBC

Email: cff@wrccrural.org.uk

Enclosed information

- Leaflet
- FAQ's
- 4 Week Rolling Menu

Meal Prices

One Course: £7

Two Courses: £8

Three Courses: £9

Tea Times: £3.50

Kind Regards

Community Food Fleet Team

How can I order?

- Once the service has commenced. First couple of days choices will be taken over the phone. Your delivery driver will bring you menus on your first delivery day.

How do I pay for the meals?

- Payment method options are cash & cheque to the driver. Card payment via phone or online & BACS

Is your service flexible?

- Yes. You can tailor our service to fit your needs. We can deliver between one to seven days a week.
- We can suspend the service at any time. If you want to cancel a meal on the day of delivery, just let us know by 10am on the day, and we'll ensure that your meal is not delivered and charged.

What is the service?

- We deliver hot lunches to members of the local community 365 days per year.
- Our service is to help people for all needs. Drivers will carry out a basic welfare check, help with plating meals and completing menu choices.

What is the Welfare Check?

- All our friendly delivery drivers are enhanced DBS checked and are trained to carry out basic wellbeing and safety checks when they deliver your meals, giving you peace of mind. For this reason, we need to see you in order to deliver the meals.
- We will always keep a next of kin contact details in case we have any concerns or there is no reply at the door. We will contact next of kins with concerns.

What if I can't get to the door?

- Many of our customers have limited mobility. This is not a problem since our drivers are used to using key-safe access to customers' properties. Our

drivers will always call out when they enter the house, so you can rest assured that you know who is in your property.

What time is the delivery?

- We offer a lunch time service, so your meals will be delivered between 11:30am and 2:30pm, depending on where your address fits in with our delivery round. Once you start the service, we can give you a better time of when your delivery is likely to arrive.

What diets can you cater for?

- We offer a variety of soups, main meals and desserts, 7 days a week – 365 days a year. Our menus include dishes from low fat, low salt, gluten free, vegetarian, vegan, and texture modified meals for those who require softer foods.