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## Extra Care Catering Service

### Our aims

Food impacts on almost every aspect of our lives. There is increasing importance on the correct nutritional balance for continued wellbeing. But food at Anchor Hanover is not just about nutritionally balanced meals; it's also about socialising and creating a natural focus to the day.

Our restaurants all cater for customers 7 days a week and many are also open to the local community, providing a social hub and valuable resource for isolated neighbourhoods. Across all locations our aims are to -

- Provide customers with high quality meals with good nutritional value
- Offer a balanced menu with a range of choices, including a daily vegetarian option
- To operate efficiently, making sure value for money is achieved
- Ensure customers living in Extra Care have the option to meet socially at least daily
- To always consider the health, social, economic and environmental benefits the catering service can achieve

### What we offer

- Menus which rotate to make sure there is variety in customers diets
- A full update of menu choices every 3 months

- At least 3 main meal choices every day including a vegetarian option
- Meal options for customers who have a medical requirement (e.g. allergies)
- A selection of lighter options alongside a range of starters and desserts
- We offer three sizes of a meal; small, medium and large. How this is determined is:
  - **Small** - for the customer with a smaller appetite or for whom smaller portions is a special dietary requirement
  - **Medium** - is considered a normal size portion
  - **Large** - this can include extra vegetables and carbohydrates (such as potato). Extra protein (such as meat or fish) can be provided at an additional charge
- A free hydration drink called Oranka is provided. Good hydration helps to maintain healthy organs and absorb essential vitamins, minerals and natural sugars more easily
- Meals can be provided for visiting family or friends at a small additional cost
- A 'packed lunch' can be provided for customer's who are planning a day out and won't be taking lunch in the restaurant
- All ingredients are sourced responsibly by our contractors to ensure freshness, quality and value for money. This means where suitable alternatives to more expensive branded products are available, they are preferred

## **Costs**

For customers who rent a property with Anchor Hanover, the majority of our Extra Care housing estates have the meal provision as a condition of tenancy. This enables the bulk of the cost to be eligible for housing benefit, with a small weekly personal charge. As such the meals provided as a condition of tenancy are for the tenant only and cannot be given away or transferred to third parties.

For customers who are away from their property for more than 7 days, the costs of the ingredients for the meal from the 8th day onwards can be refunded.

## **Working with Customers**

Our catering contractors, Caterplus are committed to making sure the catering service meets the needs of our customers. This is why they openly welcome feedback regarding the service through the feedback books located in each restaurant.

If you have any specialist dietary requirements the catering team at your estate will be happy to work with you to make sure that the meals available to you meet your needs.