

# Community meals

in South Gloucestershire

**integra.**  
your community



The hot meals delivery service you can trust

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your community

  
**South Gloucestershire**  
Council

## About our service

**We are Integra, the trading arm of South Gloucestershire Council and we provide a local friendly and convenient community meals service across the area, seven days a week, all year round. Our meals are freshly cooked every day and delivered directly to your home.**

Our service is available to anyone who for any reason is unable to cater for themselves. It can be particularly helpful in supporting older, disabled or vulnerable people, and can also provide short term respite to family members when they leave hospital to help them get back on their feet.

All our nutritionally balanced dishes are prepared and cooked using fresh ingredients. Hot dishes come with fresh vegetables, potatoes and a dessert and are delivered direct to your home straight from our kitchens, so no re-heating is required. You can also order a light supper along with your hot lunch meal for the evening. We also cater for a wide range of special dietary, religious and cultural needs, such as diabetic, kosher, halal and vegetarian.



## Additional support and care

As part of our service to help you stay independent and safe in your home, we also undertake welfare checks, which includes:

- Checking your overall safety and wellbeing, ensuring you're comfortable and informing relatives or friends of any concerns about safety at home, including heating breakdowns or property hazards
- Responding at the scene if customers have accidents, which includes waiting until the family or emergency services arrive. We'll also contact a designated person to check everything if we don't receive a response when we deliver
- We can supply hospital packs containing essential everyday foods to help you settle back into your home

## Our prices and payment

A hot lunch costs £5.80 which includes a main course and dessert. A light supper which includes sandwiches, cakes and yoghurt and fresh fruit costs £3.40. Please note that you can only order this option if you order a hot lunchtime meal. Costs may be slightly higher for specialist meals where applicable. We are pleased to also offer a new breakfast option, which can be delivered at the same time as your lunch order.

Payment is made by direct debit. You'll receive a form in your introductory pack.

If you want to cancel a meal without being charged, please contact our office 24 hours in advance of your meal being delivered, on **01454 865996**.

Please remember that meals are chargeable and by paying regularly you help us to keep our costs as low and as affordable as possible for everyone in the community.



For more information about our service and how it can help you or your family, please call our friendly support team on **01454 865996** between 8.30am to 2.30pm Monday - Friday.

We have a voicemail service outside of these hours.  
Or go to our website for further details at:  
[www.southglos.gov.uk/communitymeals](http://www.southglos.gov.uk/communitymeals)

For peace of mind, all our drivers have been security checked and carry an ID badge.

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