

Sue Redmond  
Director of Community Services

**APPENDIX 3**

«AddressBlock»

Fax: (01225) 713983  
Operator: (01225) 713000

**Helpdesk No: (01225) 713971**

Please ask for:

Our ref: JL/AH/sodexho-users

Your ref:

27 March 2007

Dear Service User

At the moment Sodexho supplies you with a meal and you pay them a contribution towards the cost of this. Sodexho does this on behalf of the County Council.

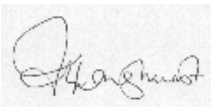
Unfortunately, it is not possible to continue with this arrangement and it will end on 1 June 2007.

If you are not able to cook for yourself and don't have another way to ensure you get regular meals, don't worry, we are urgently looking at alternative arrangements. We will keep you informed and we will ensure everything is in place before 1 June 2007.

Probably, the alternative we will suggest would be a frozen meal delivery and the supplier will be able to help you with equipment to store and heat the meals. Your social worker will contact you in the next few days to talk to you about these new arrangements. If you have any concerns please ring our Helpdesk on 01225 713001.

So that we can be sure that you receive any help you may need please can you fill in the form and send it to me in the attached envelope.

Yours sincerely



Jeanette Longhurst  
Head of Service

**From:** «Title» «First\_Name» «Last\_Name»  
«Address\_Line\_1»  
«Address\_Line\_2»  
«City»  
«State»

**Do you want someone to supply you with a frozen meal? YES/NO**

**OR**

**Do you want to get your meals from your supermarket? YES/NO**

**Do you have a freezer to store a supply of meals? YES/NO**

**Do you have a microwave? YES/NO**

**Are you able to use the microwave and dish up your meal? YES/NO**

**Do you need help with eating your meal? YES/NO**

**Thank you for your time.**

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**Please return to Mandy Thorne in the enclosed stamped addressed envelope  
by 13 April 2007.**