

Providing Much More than Food

High quality nutritional meals provided for elderly and disabled people throughout Hertfordshire

Hertfordshire Community Meals (HCM) is a not-for-profit social enterprise established in 2007 to provide meals for elderly and disabled residents on behalf of Hertfordshire County Council. It provides high quality nutritional meals throughout Hertfordshire through its team of 160 employees.

The Project

Between 1 April 2011 and 31 March 2012, a 'Social Return on Investment' analysis was conducted to evaluate the social return created for the clients who benefited from the meals-on-wheels service and their family/ carers.

The Benefits

The analysis showed that the activities of HCM led to a number of immediate and tangible changes for older people including improved health, feeling happier, feeling safer, more secure and benefitting from increased independence. These changes led to other longer term gains such as staying out of residential care. The clients' family and carers also benefitted with an increased ability to work, more leisure time, less stress and improved relationships with their own family and with the person they care for.

The analysis calculated that, for every pound invested in HCM, the likely social value created through these outcomes is approximately £5.28 with a range from £4.42 to £6.10. The social value is divided between stakeholders as follows: 44 per cent of the social value is created for clients, 20 per cent for family/ carers, and 36 per cent for the State incorporating HCC/Local Authority.

This analysis provides evidence that HCM delivers a cost effective service to their client groups creating a large number of positive outcomes for stakeholders.

For further information please contact:

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