**Table S1: Amendments to the data capture form and/or data extraction process following the pilot**

|  |  |
| --- | --- |
| **Domain/ item** | **Amendment following the pilot data extraction** |
| Data extraction process | Initially, if the council’s website linked to a third-party website for MoWs information, that information was not captured because it was not published under the council’s name. After discussion, the researchers agreed that if the third-party site was held within the council website’s frame it would be included in the review given that, from a user’s perspective, there was no clear transition. Likewise, if the council’s website address was still visible, although the original URL had changed, it would be included e.g. from www.council.gov.uk to www.livewell.council.gov.uk. If the council website linked to an external website outside of these two caveats, the third-party MoWs information was excluded from data capture. |
| Search engine | Discussions regarding search results led to the exclusion of news articles as relevant source information. Functional, relevant MoWs webpages returned as a result of the search terms “meals”, “meals on wheels”, “home meal delivery” or “homebased meal delivery”, from within a council’s website, were deemed eligible to be reviewed. These, therefore, warranted a score of 2. If search results for “meals” only returned information on school meals or local news articles, and other search terms failed, the search was deemed functional but not relevant and warranted a score of 1. |
| Website provision | For clarity, a classification entitled “Website Provision” which contained all MoWs information, was split into two categories: “Council MoWs provision” and “MoWs Information Provision”, to better reflect their purposes. |
| Council MoWs provision | Pilot data capture suggested that councils rarely detailed their MoWs distribution models. Some councils managed joint initiatives with voluntary organisations, but researchers were unable to make distinctions between responsibilities for the preparation of meals and their delivery. Therefore, two elements of Council MoWs Provision were altered from “Council states they prepare and distribute meals” and “Council states they distribute meals” to “Council is key provider” and “Council contracts out to external supplier”, which better reflected the information available. |

**Table S1 (continued)**

|  |  |
| --- | --- |
| **Domain/ item** | **Amendment following the pilot data extraction** |
| How to order | “How to order” was expanded to “How to order/apply”, to take referrals into account. The online provision of a phone number, email address or an online form was included in this domain of the form. |
| Subsidy information | “Subsidy information” was altered to encompass “Subsidy and eligibility information”, as the two appeared to be interconnected, with references to thresholds stipulated by the council for service access, e.g. available means and age. |
| COVID-19 | Two criteria regarding COVID-19 precautionary measures were included to reflect pandemic guidelines on food preparation and social distancinga, b |
| Council contact details | “MoWs enquiry contact details” were clarified to be those from the council as opposed to a third-party supplier. This enabled the researcher to be clear about the potential level of engagement a user could expect from their council. |
| Website quality scoring | Allocation of scores of 2 (criteria met) compared with 1 (criteria partially met) points for “Design (Sensory)” and “Design (Cultural)” were clarified. To qualify for a score of 2, the website needed to clearly display functionality for sensory support e.g. text enlargement (as a widget, icon or highly visible text link) on its home page. The same criteria applied to cultural support, identified as a translation tool. It was also noted that the Sensory category should include manipulation of background colour. A score of 1 was awarded where users were primarily guided to an accessibility statement in either case. This method relies on the user searching for, and then applying, the relevant information, which would be expected to increase user burden. |
| Date of MoWs webpages | Where retrieved webpages reported the date of publication or last update (regardless of when it was), this would only be recorded if they pertained to MoWs information, so that users could judge if the service offering was up-to-date. |

**Table S1 (continued)**

|  |  |
| --- | --- |
| **Further clarifications following the pilot extraction from LA websites in Wales, Scotland and Northern Ireland** | |
| **Domain/ item** | **Amendment following the pilot data extraction** |
| Design - cultural | For websites in Wales, Scotland, and Northern Ireland, it was commonly found that there was an option to change the language from English to that of the home country, which was not available in websites of English LAs. Websites which had this option, but without the option to translate into multiple languages, were awarded a partial score of 1. |
| Extra services offered | ‘Extra services’ must be offered as part of the MoWs service and not separately as an *alternative* to the MoWs service. |
| Date of MoWs webpages | When assessing the item ‘Dated MoWs pages’, some pages had a clear indication of when they were last updated in the text but did not explicitly report the date of publication or last update. These websites were awarded a partial score of 1. |

LA, local authority; MoWs, Meals on Wheels; URL, uniform resource locator.

a Food Standards Agency (2020) *Adapting food manufacturing operations during COVID-19.* Available at:

<https://www.food.gov.uk/business-guidance/adapting-food-manufacturing-operations-during-covid-19>. Accessed 15 June 2021

b Food Standards Agency (2021) *Adapting restaurants and food delivery during COVID-19*. Available at:

<https://www.food.gov.uk/business-guidance/adapting-restaurants-and-food-delivery-during-covid-19>. Accessed 15 June 2021

**Table S2: Data capture form for local authority websites**

|  |  |  |
| --- | --- | --- |
| **1** | **Council details** |  |
| 1.1 | Name of council |  |
| 1.2 | URL used |  |
| 1.3 | MoWs page URL used (adapted Willis & Lloyd, 2021) |  |
| 1.4 | Retrieval date for website information (adapted Fernandez et al, 2020) |  |
| 1.5 | Time started collecting website information (adapted Fernandez et al, 2020) |  |
| 1.6 | Total time on site (to closest minute) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2** | **Website navigation** | **Yes 1** | **No 0** | **Notes – maximum score 4** |
| 2.1 | Home page directs to MoWs |  |  |  |
| 2.2 | Subpages direct to MoWs |  |  |  |
| 2.3 | Search engine + keywords “meals”/”meals on wheels”/“home meal delivery”/homebased meal delivery” successfully located MoWs information |  |  |  |
|  |  |  |  |  |
| 2.4 | Navigation issues necessitated search engine use | **Yes 0** | **No 1** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **3** | **Council MoWs provision** | **Yes 1** | **No 0** | **Notes – maximum score 4** |
| 3.1 | Council key provider |  |  |  |
| 3.2 | Council outsources to external supplier |  |  |  |
| 3.3 | 3rd party supplier with link |  |  |  |
| 3.4 | 3rd party supplier without link |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **4** | **MoWs Information provision (not 3rd party websites)** | **Yes 2** | **Partial 1** | **No 0** | **Notes = maximum score 28** |
| 4.1.1 | MoWs information located |  |  |  |  |
| 4.1.2 | General explanation of MoWs service provided |  |  |  |  |
| 4.2.1 | Types of meal |  |  |  |  |
| 4.2.2 | Specific dietary requirements catered for |  |  |  |  |
| 4.2.3 | Prices stated |  |  |  |  |
| 4.2.4 | Menu published |  |  |  |  |
| 4.2.5 | Service standards outlined |  |  |  |  |
| 4.2.6 | Extra services offered |  |  |  |  |
| 4.3.1 | How to order/apply information |  |  |  |  |
| 4.3.2 | Cancellation details |  |  |  |  |
| 4.3.3 | Subsidy/eligibility information and/or contact details |  |  |  |  |
| 4.4.1 | COVID-19 safe meal preparation statement |  |  |  |  |
| 4.4.2 | COVID-19 safe delivery statement |  |  |  |  |
| 4.5 | Council MoWs contact details |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **5** | **Website quality** (adapted Hasan & Abuelrub, 2010)  Scores adapted from DISCERN tool (Charnock et al., 1999) | **Yes 2** | **Partial 1** | **No 0** | **Notes – maximum score 14** |
| 5.1 | Content |  |  |  |  |
| 5.2.1 | Design - Sensory |  |  |  |  |
| 5.2.2 | Design - Cultural |  |  |  |  |
| 5.3.1 | Organisation - Navigation |  |  |  |  |
| 5.3.2 | Organisation - Key links |  |  |  |  |
| 5.4.1 | User-friendliness - Search engine |  |  |  |  |
| 5.4.2 | User-friendliness - Dated MoWs webpages |  |  |  |  |

**Definitions and Explanations**

**3rd party site** A site with a different URL to that of the local authority, *unless* it is presented within the local authority website’s frame and therefore is considered part of the local authority’s website, or the council’s URL remains part of the web address

**3rd party supplier** Organisation which provides meal deliveries other than the council

**Dietary requirements** For example: gluten free, vegetarian, diabetic, halal

**Home page** Default or start-up page of local authority’s website

**How to order/apply** Includes signposting, forms, weblink, email or phone number for council or 3rd party supplier

**Link** Hyperlink that allows user to access a different webpage or site

**MoWs** MoWs were defined as any hot, chilled, or frozen meals provided by a supplier(s) and delivered directly to service users’ homes. Information on services that provided care at home, such as help to prepare meals, and not delivery of meals, was not reviewed.

**Other services** Extra services include wellbeing, medication or safety check, blankets offered

**Partially** Limited information available or a lack of clarity regarding the service

**Search engine** Insertion of free text into a functional area by user for provision of pertinent results

**Service standards** For example: days and times of deliveries

**Subpage(s)** Web page(s) found from home page and/or subsequent use of navigation bar(s)

**Subsidies** Encompasses free or partially funded meals possibly based on eligibility/assessment criteria

**Types of meal**  Details of breakfast/ lunch/ tea, number of courses, hot/ cold

**URL** Uniform Resource Locator aka web address or web page

**Website quality**

**Content – Good fit for users’ needs:** relevant to user; is MoWs information easy to understand, including types of meals, ordering, subsidy/ eligibility criteria and contact information where councils are involved?

**Design – (Sensory)**: E.g. Text enlargement, audio/ video support, background colour change with options clearly available from the home page. An accessibility statement alone is rated as Partial (1).

**Design – (Cultural):** Multilanguage/ translate facility with options clearly available from the home page. An accessibility statement alone is rated as Partial (1).

**Organisation**: Easy to navigate, find MoWs information with few steps required to find relevant pages.

**Organisation**: Key links, such as email links and 3rd party suppliers, are active and open either within the local authority’s website frame so that navigation is maintained or in a new tab so that original site is not left by user.

**User-friendly** – Effective internal search tool: If pathway is not clear, can MoWs information be easily accessed via site’s search engine?

**User-friendly** – Dated webpages: Can users see that webpages are up to date?

**Scoring system (Yes – Partial – No)**

This is from the perspective of a user wishing to locate information relating to meal deliveries (MoWs), not the perspective of a researcher, who may have advanced web skills or knowledge.

**Table S3: Data capture form for 3rd-party Meals on Wheels provider websites**

|  |  |  |
| --- | --- | --- |
| **1** | **Council details** |  |
| 1.1 | Name of council |  |
| 1.2 | URL used |  |
| 1.3 | MoWs page URL used |  |
| 1.4 | Retrieval date for website information |  |
| 1.5 | Does Local council direct to a 3rdMoWs party provider? |  |
| 1.6 | How many 3rd party MoWs providers does the local council direct visitors to? |  |
| 1.7 | How many 3rd party MoWs providers from the local authority website have working website links? |  |

|  |  |  |
| --- | --- | --- |
| **2** | **3rd party MoWs provider details** |  |
| 2.1 | Name of 3rd party MoWs provider |  |
| 2.2 | URL of 3rd party MoWs provider (URL provided by local council) |  |
| 2.3 | Retrieval date for website information |  |
| 2.4 | Time started collecting website information (adapted Fernandez et al, 2020) |  |
| 2.5 | Total time on site (to closest minute) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **3** | **Website navigation of 3rd Party providers** | **Yes 1** | **No 0** | **Notes – maximum score 5** |
| 3.1 | Homepage is, or directs to MoWs service webpage |  |  |  |
| 3.2 | Subpages direct to MoWs |  |  |  |
| 3.3 | Search engine function available to locate MoWs webpage |  |  |  |
| 3.4 | Search engine + keywords “meals”/”meals on wheels”/“home meal delivery”/homebased meal delivery” successfully located MoWs information |  |  |  |
|  |  | **Yes 0** | **No 1** |  |
| 3.5 | Navigation issues necessitated search engine use |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **4** | **MoWs Information provision** | **Yes 2** | **Partial 1** | **No 0** | **Notes = maximum score 24** |
| 4.1 | General explanation of MoWs service provided |  |  |  |  |
| 4.2.1 | Types of meal |  |  |  |  |
| 4.2.2 | Specific dietary requirements catered for |  |  |  |  |
| 4.2.3 | Prices stated |  |  |  |  |
| 4.2.4 | Menu published |  |  |  |  |
| 4.2.5 | Service standards outlined |  |  |  |  |
| 4.2.6 | Extra services offered |  |  |  |  |
| 4.3.1 | How to order/apply information |  |  |  |  |
| 4.3.2 | Cancellation details |  |  |  |  |
| 4.4.1 | COVID-19 safe meal preparation statement |  |  |  |  |
| 4.4.2 | COVID-19 safe delivery statement |  |  |  |  |
| 4.5 | MoW contact details |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **5** | **Website quality** (adapted Hasan &Abuelrub, 2010)  Scores adapted from DISCERN tool (Charnock et al., 1999) | **Yes 2** | **Partial 1** | **No 0** | **Notes – maximum score 14** |
| 5.1 | Content |  |  |  |  |
| 5.2.1 | Design – Sensory |  |  |  |  |
| 5.2.2 | Design – Cultural |  |  |  |  |
| 5.3.1 | Organisation – Navigation |  |  |  |  |
| 5.3.2 | Organisation - Key links |  |  |  |  |
| 5.4.1 | User-friendliness - Search engine |  |  |  |  |
| 5.4.2 | User-friendliness - Dated MoWs webpages |  |  |  |  |

**Definitions and Explanations**

**3rd party site** A site with a different URL to that of the local authority, *unless* it is presented within the local authority website’s frame and therefore is considered part of the local authority’s website, or the council’s URL remains part of the web address

**3rd party Provider** Organisation which provides meal deliveries other than the council

**Dietary requirements** For example: gluten free, vegetarian, diabetic, halal

**Home page** Default or start-up page of 3rd party provider’s website

**How to order/apply** Includes forms, email or phone number, or a step by step guide

**Link** Hyperlink that allows user to access a different webpage or site

**MoWs** MoWs were defined as any hot, chilled, or frozen meals provided by a supplier(s) and delivered directly to service users’ homes. Information on services that provided care at home, such as help to prepare meals, and not delivery of meals, was not reviewed.

**Other services** Extra services include wellbeing, medication or safety check, blankets offered

**Partially** Limited information available or a lack of clarity regarding the service

**Search engine** Insertion of free text into a functional area by user for provision of pertinent results

**Service standards** For example: days and times of deliveries

**Subpage(s)** Web page(s) found from home page and/or subsequent use of navigation bar(s)

**Types of meal**  Details of breakfast/ lunch/ tea, number of courses, hot/ cold

**URL** Uniform Resource Locator, aka web address or web page

**Website quality**

**Content – Good fit for users’ needs:** relevant to user; is MoWs information easy to understand, including types of meals, ordering, and contact information?

**Design – (Sensory)**: E.g. Text enlargement, audio/ video support, background colour change with options clearly available from the home page. An accessibility statement alone is rated as Partial (1).

**Design – (Cultural):** Multilanguage/ translate facility with options clearly available from the home page. An accessibility statement alone is rated as Partial (1).

**Organisation**: Easy to navigate, find MoWs information with few steps required to find relevant pages.

**Organisation**: Key links, such as email links, are active and open either within the website frame so that navigation is maintained, or in a new tab so that original site is not left by user.

**User-friendly** – Effective internal search tool: If pathway is not clear, can MoWs information be easily accessed via site’s search engine?

**User-friendly** – Dated webpages: Can users see that webpages are up to date?

**Scoring system (Yes – Partial – No)**

This is from the perspective of a user wishing to locate information relating to meal deliveries (MoWs), not the perspective of a researcher, who may have advanced web skills or knowledge.

**Table S4: Considerations when reviewing the domains of the data capture form and scoring criteria**

|  |  |  |
| --- | --- | --- |
| **Domain/ items** | **Considerations** | **Scoring criteria** |
| **Website navigation** |  | **Maximum score=4 (range, 0-4 points) for LA websites**  **Maximum score=5 (range, 0-5 points) for 3rd-party MoWs provider websites** |
| Home page directs to MoWs | This item referred to the default or start-up page of the LA’s (or 3rd-party provider’s) website. | A score of 1 was awarded when the home page signposted to MoWs information in a clear manner.  A score of 0 was awarded when the home page did not signpost to MoWs information. |
| Sub-pages direct to MoWs | This item referred to web page(s) retrieved from the LA’s (or 3rd-party provider’s) home page and/or subsequent use of navigation bar(s). | A score of 1 was awarded when the sub-pages of the website signposted to MoWs information in a clear manner.  A score of 0 was awarded when the sub-pages of the ebsite did not signpost to MoWs information. |
| Search engine available to locate MoWs information (for 3rd-party MoWs provider websites only) | This item referred to whether a search engine was available (and was included in the form because not all 3rd-party provider websites direct to MoWs information at the first ‘click’). | A score of 1 was awarded when a search engine was available.  A score of 0 was awarded when a search engine was not available. |
| Search engine located MoWs information | This item referred to having to use the search engine of the LA (or 3rd-party provider) website, because there was no other way to trace MoWs information (i.e. logical routes via sub-pages did not return relevant information or navigation paths were not readily available). | A score of 1 was awarded when the website’s search engine located the relevant MoWs information.  A score of 0 was awarded when the website’s search engine did not locate the relevant MoWs information. |
| Navigation issues necessitated search engine use | - | A score of 1 was awarded when it was not necessary to use the search engine to be signposted to MoWs information.  A score of 0 was awarded when it was necessary to use the search engine to be signposted to MoWs information. |
| **Council MoWs provision** (for LA websites only) |  | **Maximum score=4 (range, 0-4 points)** |
| Council key provider | This item encompassed a service whereby the preparation and delivery of meals were driven by the council. This was regardless of who paid for the meals (council, user or subsidised) and may or may not include support from voluntary organisations. The word ‘driven’ may be more apt in this context than ‘responsible’, as the council may, for example, produce community meals alongside their locality’s school meals, but a voluntary organisation delivers them, or where a third-party prepares meals but the council has dedicated teams in place to deliver the meals. | A score of 1 was awarded if information was provided on this item.  A score of 0 was awarded if no information was provided on this item. |
| Council outsources to external supplier | This item described the formal outsourcing of both preparation and delivery of MoWs to a third-party supplier, such as Apetito, regardless of who paid for the meals. | A score of 1 was awarded if information was provided on this item.  A score of 0 was awarded if no information was provided on this item. |
| 3rd party supplier with link | This item reflected the practice of signposting website visitors to external suppliers, where there is no formal contract between the council and the supplier(s). This provides users with options, but councils may stipulate that they do not endorse these services. The link referred to a hyperlink that led to a site with a different URL to that of the LA, unless it was presented within the LA website’s frame (and therefore was considered part of the LA’s website) or the LA’s URL remained part of the web address. | A score of 1 was awarded if a 3rd party supplier was mentioned with a link to their website.  A score of 0 was awarded if no 3rd party supplier was mentioned. |
| 3rd party supplier without link | This item reflected the practice of signposting website visitors to external suppliers, where there is no formal contract between the council and the supplier(s). This provides users with options, but councils may stipulate that they do not endorse these services. | A score of 1 was awarded if a 3rd party supplier was mentioned but without a link to their website.  A score of 0 was awarded if no 3rd party supplier was mentioned. |
| **MoWs information provision** |  | **Maximum score=28 (range, 0-28 points) for LA websites**  **Maximum score=24 (range, 0-24 points) for 3rd-party MoWs provider websites** |
| MoWs information located (for LA websites only) | - | A score of 2 was awarded for websites which allowed service users to identify relevant information through a designated MoWs section.  A score of 1 was awarded where limited information was available, where reliance for information provision was on links to third-party websites, or when a web link existed but it was broken.  A score of 0 was awarded when inadequate information was provided, e.g. blank MoWs pages or irrelevant MoWs information (e.g. local authority documents on the service). |
| General explanation of MoWs service provided | - | A score of 2 was awarded when a detailed description of MoWs was provided.  A score of 1 was awarded for a partial description, e.g. suggesting that services were available but without giving descriptions, or when the website required to download, save and open information (e.g. in PDF files), rather than providing immediate access to HTML content.  A score of 0 was awarded when there was no description of the MoWs service provided. |
| Types of meal | - | A score of 2 was awarded for providing specific details about the meals provided, including descriptions such as the type of course (e.g., ‘main and desert’) or the type of food (e.g., ‘soup or sandwich’).  A score of 1 was awarded where limited information was available, for example when food was described as “frozen” or “hot” but no details were provided.  A score of 0 was awarded when there was no description of the types of meals provided. |
| Specific dietary requirements catered for | - | A score of 2 was awarded for websites with information that allowed service users to identify whether their dietary requirements could be met, e.g. through a list of special diets offered, or a statement that all diets could be catered for.  A score of 1 was given when websites suggested certain dietary requirements could be catered for, such as providing the option to call to discuss dietary needs, but provided no further information.  A score of 0 was awarded when there was no information on whether dietary requirements could be catered for. |
| Prices stated | - | A score of 2 was awarded when websites provided exact prices of individual MoWs deliveries.  A score of 1 was given when websites mentioned charges, but without giving exact prices, for example stating that a charge would be determined following an assessment, where prices were displayed for some suppliers but not others, or where only minimum order levels were cited.  A score of 0 was awarded when there was no information on the price of the service. |
| Menu published | - | A score of 2 was awarded for providing a complete or sample menu.  A score of 1 was awarded for descriptions of the menu without the explicit provision of one.  A score of 0 was awarded when there was no provision of a menu. |
| Service standards outlined | - | A score of 2 was awarded for providing comprehensive information on service standards, such as days and times of deliveries.  A score of 1 was awarded for limited information, such as rough descriptions of weekly deliveries, or stating that delivery times would vary by region.  A score of 0 was awarded when there was no information on service standards. |
| Extra services offered | - | A score of 2 was awarded when websites reported that services other than simple food provision, such as welfare checks, plating meals, or lending equipment, were offered.  A score of 1 was awarded for mentioning additional services were provided but without specifying the services offered.  A score of 0 was awarded when there was no information on additional service offered. |
| How to order/ Apply information | - | A score of 2 was awarded for websites providing clear directions on how to order or apply for MoWs services. A score of 1 was awarded when directing to third-party websites that explained how to order, or when the website advised visitors to call to discuss ordering.  A score of 0 was awarded when there was no information on how to apply for/ order the service. |
| Cancellation details | - | A score of 2 was awarded for websites providing clear cancellation details.  A score of 1 was awarded for websites providing partial information, such as when indicating that deliveries could be cancelled without giving directions how.  A score of 0 was awarded when there was no information on how to cancel the service. |
| Subsidy/ eligibility information and/ or contact details (for LA websites only) | - | A score of 2 was awarded for providing information that allowed visitors to clearly identify the level of subsidy offered or their eligibility status.  A score of 1 was awarded for directing visitors towards an assessment for eligibility or subsidy without further details.  A score of 0 was awarded when there was no information on subsidy/ eligibility for the service. |
| COVID-19 safe meal preparation statement | - | A score of 2 was awarded for providing a clear reference to COVID-19 safety measures relating to the preparation of meals.  A score of 1 was awarded for information that was vague or harder to access.  A score of 0 was awarded when there was no information on safe meal preparation measures. |
| COVID-19 safe delivery statement | - | A score of 2 was awarded for providing a clear reference to COVID-19 safety measures relating to the delivery of meals.  A score of 1 was awarded for information that was vague or harder to access.  A score of 0 was awarded when there was no information on safe meal delivery measures. |
| Council (or 3rd-party provider) MoWs contact details | - | A score of 2 was awarded for providing non-generic or named contact details for someone visitors could contact to discuss the MoWs provision.  A score of 1 was awarded for providing generic contact details.  A score of 0 was awarded when no contact details were provided. |
| **Website quality** | If MoWs information could not be located on LA (or 3rd-party provider) websites, ‘Website quality’ scores were still awarded to allow us to assess this aspect of online provision. | **Maximum score=14 (range, 0-14 points) for LA websites**  **Maximum score=14 (range, 0-14 points) for 3rd-party MoWs provider websites** |
| Content | This item referred to MoWs information which was a good match to visitors’ needs, being comprehensive but balanced in its level of detail. As such, content should inform and add value to potential clientsa, allowing them to make an informed purchasing decision. For example, service standards could provide safeguarding information, such as Criminal Records Bureau or Barring Service checks for delivery drivers; the days of the week the service operates and whether bank holidays affected proposed delivery times. | A score of 2 was awarded for providing content that was a good fit for user’s needs. This included easy to understand MoWs information, in plain English and an appropriate level of detail.  A score of 1 was awarded if this criterion was only partially met, for example when websites used appropriate language but lacked detail.  A score of 0 was awarded where no MoWs information was provided or information was deemed irrelevant, e.g. when a website directed to an external supplier but had no other information relating to MoWs. |
| Design - Sensory | This item related to website accessibility for those with sensory impairments, such as reduced vision. Text enlargement, background colour enhancement and text-to-speech support were considered under this item. Assistive technology software, such as Browsealoud and ReciteMe, which provide speech, reading and translation services to websites, were relevant for both ‘design’ domains. | A score of 2 was awarded for websites providing accessibility features related to sensory impairments on their home page.  A score of 1 was awarded when websites provided accessibility statements only, but no features related to sensory impairments were available or could be prominently accessed.  A score of 0 was awarded when no accessibility statement or features related to sensory impairments were provided. |
| Design - Cultural | This item related to website accessibility for those with cultural barriers, such as English being a second language. Translation tools were considered under this item. Assistive technology software, such as Browsealoud and ReciteMe, which provide speech, reading and translation services to websites, were relevant for both ‘design’ domains. | A score of 2 was awarded for websites providing a clear way to translate pages into multiple languages.  A score of 1 was awarded for websites providing a translating facility that was displayed less prominently, or an option to translate into one other language (applies to websites in Wales, Scotland and Northern Ireland only, as it was common for websites in these nations to provide an option for translation from English into the home nation’s language).  A score of 0 was awarded when no option to translate website content was available. |
| Organisation: Navigation | This item related to the navigation pathway between the LA’s (or 3rd-party provider’s) home page and MoWs information, and reflected ease of navigation and finding relevant information. | A score of 2 was awarded for having a pathway to MoWs information that could be retrieved in three or fewer clicks, or that was intuitive, i.e., MoWs information could be found under obvious sub-pages.  A score of 1 was awarded for websites where routes to finding MoWs information existed but were difficult to follow, such as through a long pathway, where sub-pages did not intuitively lead to MoWs information, or when information was located in ‘Frequently Asked Questions’ documents.  A score of 0 was awarded for websites with no routes to finding MoWs information. |
| Organisation: Key links | This item related to the ability to interact with and act upon retrieved MoWs information, and reflected working links and emails to ensure access to further information. | A score of 2 was awarded for providing working links to MoWs information, third-party pages, PDF documents, or contact details (i.e. links were not broken).  A score of 1 was awarded for providing a link that was not hyperlinked.  A score of 0 was awarded when no links to key MoWs information were provided, or error codes displayed. |
| User-friendly: Search engine | This item reflects visitors’ ability to retrieve MoWs information via the search engine, to either accelerate access times or to refine the information already found via sub-pages or logical navigation paths. The key search terms used to retrieve pertinent results were ‘meals’/ ‘meals on wheels’/ ‘home meal delivery’/ ‘homebased meal delivery’. | A score of 2 was awarded for search engines that easily located MoWs information using the terms described in the data capture form.  A score of 1 was awarded when MoWs information was located using the search engine, but was presented as part of less relevant information, such as news articles or unrelated documents, such as school meals.  A score of 0 was awarded when no relevant results were retrieved when using the search engine, when the search failed to retrieve MoWs webpages in the first three pages of results, or when search results prioritised local news articles over relevant MoWs webpages. |
| User-friendly: Dated MoWs webpages | Websites with MoWs pages were assessed on whether pages reported a date of publication or last update, which can be a helpful indication of whether aspects of the service, such as prices or days of delivery, are likely to be accurate. | A score of 2 was awarded for MoWs pages that reported a date.  A score of 1 was awarded for websites with multiple MoWs pages, for example additional PDF documents, where some pages reported dates, and others did not. A score of 1 was also awarded if the page itself did not report a date of publication or update, but the time of update could be established from the text, e.g., when stating that the MoWs service terminated in a certain year.  A score of 0 was awarded when no date of publication of MoWs information, or date of last update, were provided. |

LA, local authority; MoWs, Meals on Wheels; URL, uniform resource locator.

a Kokkinaki A, Kokkinaki AI, Mylonas S, Mina S (2005) E-Government Initiatives in Cyprus. In: *Proceedings of E-Government Workshop’05 (EGOV05)*

**Table S5: Local authority and 3rd-party Meals on Wheels provider websites reviewed in the current study**

|  |  |
| --- | --- |
| **Local authority - England** | **Website** |
| Barking & Dagenham | <https://www.lbbd.gov.uk/> |
| Barnet | <https://www.barnet.gov.uk/> |
| Barnsley Met Borough | https://barnsley.gov.uk |
| Bath & North East Somerset | <https://beta.bathnes.gov.uk/> |
| Bedford Borough | <https://www.bedford.gov.uk/> |
| Bexley | <https://www.bexley.gov.uk/> |
| Birmingham City | <https://www.birmingham.gov.uk/> |
| Blackburn with Darwen Borough | <https://www.blackburn.gov.uk/> |
| Blackpool | <https://www.blackpool.gov.uk/Home.aspx> |
| Bolton | <https://www.bolton.gov.uk/> |
| Bournemouth, Christchurch and Poole | <https://www.bcpcouncil.gov.uk/Home.aspx> |
| Bracknell Forest Borough | <https://www.bracknell-forest.gov.uk/> |
| Bradford Met District | <https://www.bradford.gov.uk/> |
| Brent | <https://www.brent.gov.uk/> |
| Brighton and Hove City | <https://www.brighton-hove.gov.uk/> |
| Bristol City | <https://www.bristol.gov.uk/> |
| Bromley | <https://www.bromley.gov.uk/site/> |
| Buckinghamshire County Council | <https://www.buckinghamshire.gov.uk/> |
| Bury | <https://bury.gov.uk/> |
| Calderdale | <https://www.calderdale.gov.uk/> |
| Cambridgeshire County Council | <https://www.cambridgeshire.gov.uk/> |
| Camden | <https://www.camden.gov.uk/> |
| Central Bedfordshire | <https://www.centralbedfordshire.gov.uk/> |
| Cheshire East | <https://www.cheshireeast.gov.uk/home.aspx> |
| Cheshire West and Chester | <https://www.cheshirewestandchester.gov.uk/home.aspx> |
| City of York | <https://www.york.gov.uk/> |
| Cornwall | <https://www.cornwall.gov.uk/> |
| Coventry City | <https://www.coventry.gov.uk/> |
| Croydon | <https://www.croydon.gov.uk/> |
| Cumbria County Council | <https://www.cumbria.gov.uk/> |
| Darlington Borough | <https://www.darlington.gov.uk/> |
| Derby City | <https://www.derby.gov.uk/> |
| Derbyshire County Council | <https://www.derbyshire.gov.uk/home.aspx> |
| Devon County Council | <https://www.devon.gov.uk/> |
| Doncasater | <https://www.doncaster.gov.uk/> |
| Dorset County | <https://www.dorsetcouncil.gov.uk/> |
| Dudley | <https://www.dudley.gov.uk/residents/> |

**Table S5 (continued)**

|  |  |
| --- | --- |
| **Local authority - England** | **Website** |
| Durham County | <https://www.durham.gov.uk/> |
| Ealing | <https://www.ealing.gov.uk/site/> |
| East Riding of Yorkshire | <https://www.eastriding.gov.uk/> |
| East Sussex County Council | <https://www.eastsussex.gov.uk/contact-us/county-hall/> |
| Elmbridge Borough | <https://www.elmbridge.gov.uk> |
| Enfield | <https://new.enfield.gov.uk/> |
| Epsom and Ewell Borough | <https://epsom-ewell.gov.uk/> |
| Essex County Council | <https://www.essex.gov.uk/> |
| Gateshead | <https://www.gateshead.gov.uk/> |
| Gloucestershire County Council | <https://www.gloucestershire.gov.uk/> |
| Greenwich | <https://www.royalgreenwich.gov.uk/> |
| Guildford | <https://www.guildford.gov.uk> |
| Hackney | <https://hackney.gov.uk/> |
| Halton Borough | <https://www3.halton.gov.uk/Pages/Home.aspx#gsc.tab=0> |
| Hammersmith and Fulham | <https://www.lbhf.gov.uk/> |
| Haringey | <https://www.haringey.gov.uk/> |
| Harrow | <https://www.harrow.gov.uk/> |
| Hartlepool Borough | <https://www.hartlepool.gov.uk/> |
| Havering | <https://www.havering.gov.uk/> |
| Herefordshire | <https://www.herefordshire.gov.uk/> |
| Hampshire County Council | <https://www.hants.gov.uk/> |
| Hertfordshire County Council | <https://www.hertfordshire.gov.uk/home.aspx> |
| Hillingdon | <https://www.hillingdon.gov.uk/> |
| Hounslow | <https://www.hounslow.gov.uk/site/> |
| Hull City | <https://www.hull.gov.uk/> |
| Isle of Wight | <https://www.iow.gov.uk/> |
| Islington | <https://www.islington.gov.uk/> |
| Kensington & Chelsea | <https://www.rbkc.gov.uk/> |
| Kent County Council | <https://www.kent.gov.uk/> |
| Kingston upon Thames | <https://www.kingston.gov.uk/> |
| Kirklees | <https://www.kirklees.gov.uk/beta/default.aspx> |
| Knowsley | <https://www.knowsley.gov.uk/> |
| Lambeth | <https://beta.lambeth.gov.uk/> |
| Lancashire County Council | <https://www.lancashire.gov.uk/> |
| Leeds City | <https://www.leeds.gov.uk/> |
| Leicester City | <https://www.leicester.gov.uk/> |
| Leicstershire County Council | <https://www.leicestershire.gov.uk/> |
| Lewisham | <https://lewisham.gov.uk/> |

**Table S5 (continued)**

|  |  |
| --- | --- |
| **Local authority - England** | **Website** |
| Lincolnshire County Council | <https://www.lincolnshire.gov.uk/> |
| Liverpool City | <https://liverpool.gov.uk/> |
| Luton Borough | <https://m.luton.gov.uk/Page/Show> |
| Manchester City | <https://www.manchester.gov.uk/> |
| Medway | <https://www.medway.gov.uk/> |
| Merton | <https://www.merton.gov.uk/> |
| Middlesbrough Borough | <https://www.middlesbrough.gov.uk/> |
| Milton Keynes | <https://www.milton-keynes.gov.uk/> |
| Newcastle City | <https://www.newcastle.gov.uk/> |
| Newham | <https://www.newham.gov.uk/> |
| Norfolk County Council | <https://www.norfolk.gov.uk/> |
| North East Lincolnshire | <https://www.nelincs.gov.uk/> |
| North Lincolnshire | <https://www.northlincs.gov.uk/> |
| North Somerset | <https://www.n-somerset.gov.uk/> |
| North Tyneside | <https://my.northtyneside.gov.uk/> |
| North Yorkshire County Council | <https://www.northyorks.gov.uk/> |
| Northamptonshire | <https://www.northamptonshire.gov.uk/pages/default.aspx> |
| Northumberland | <https://www.northumberland.gov.uk/Home.aspx> |
| Nottingham City | <https://www.nottinghamcity.gov.uk/> |
| Nottinghamshire County Council | <https://www.nottinghamshire.gov.uk/> |
| Plymouth City Council | <https://www.plymouth.gov.uk/> |
| Oldham Borough | <https://www.oldham.gov.uk/> |
| Oxfordshire County Council | <https://www.oxfordshire.gov.uk/> |
| Peterborough City | <https://www.peterborough.gov.uk/> |
| Portsmouth | <https://www.portsmouth.gov.uk/> |
| Reading Borough | <https://www.reading.gov.uk/> |
| Redbridge | <https://www.redbridge.gov.uk/> |
| Redcar and Cleveland Borough | <https://www.redcar-cleveland.gov.uk/Pages/default.aspx> |
| Richmond upon Thames | <https://www.richmond.gov.uk/> |
| Rochdale Borough | <http://www.rochdale.gov.uk/> |
| Rotherham Metropolitan | <https://www.rotherham.gov.uk/> |
| Runnymede Borough | <https://www.runnymede.gov.uk/> |
| Rutland County | <https://www.rutland.gov.uk/> |
| Salford City | <https://www.salford.gov.uk/> |
| Sandwell | <https://www.sandwell.gov.uk/> |
| Sefton Borough | <https://sefton.gov.uk/> |
| Sheffield City | <https://www.sheffield.gov.uk/home> |
| Shropshire | <https://www.shropshire.gov.uk/> |

**Table S5 (continued)**

|  |  |
| --- | --- |
| **Local authority - England** | **Website** |
| Slough Borough | <https://www.slough.gov.uk/> |
| Solihull | <https://www.solihull.gov.uk/> |
| Somerset County Council | <https://www.somerset.gov.uk/> |
| South Gloucestershire | <https://www.southglos.gov.uk/> |
| South Tyneside | <https://www.southtyneside.gov.uk/> |
| Southampton City | <https://www.southampton.gov.uk/> |
| Southend-on-Sea Borough | <https://www.southend.gov.uk/> |
| Southwark | <https://www.southwark.gov.uk/> |
| Spelthorne Borough | <https://www.spelthorne.gov.uk> |
| St Helens Borough | <https://www.sthelens.gov.uk/> |
| Staffordhsire County Council | <https://www.staffordshire.gov.uk/Homepage.aspx> |
| Stockon-on-Tees | <https://www.stockton.gov.uk/> |
| Stockport | <https://www.stockport.gov.uk/> |
| Stoke-on-Trent | <https://www.stoke.gov.uk/site/> |
| Suffolk County Council | <https://www.suffolk.gov.uk/> |
| Sunderland City | <https://www.sunderland.gov.uk/> |
| Surrey County Council | <https://www.surreycc.gov.uk/> |
| Surrey Heath | <https://surreyheath.gov.uk/> |
| Sutton | <https://www.sutton.gov.uk/> |
| Swindon Borough | <https://www.swindon.gov.uk/> |
| Tameside Metropolitan | <https://www.tameside.gov.uk/> |
| Tandridge District | <https://www.tandridge.gov.uk/> |
| Telford and Wrekin Borough | <https://www.telford.gov.uk/site/> |
| Thurrock | <https://www.thurrock.gov.uk/> |
| Torbay | <https://www.torbay.gov.uk/> |
| Tower Hamlets | <https://www.towerhamlets.gov.uk/Home.aspx> |
| Trafford Borough | [https://www.trafford.gov.uk/Home.aspx#](https://www.trafford.gov.uk/Home.aspx) |
| Wakefield | <https://www.wakefield.gov.uk/> |
| Walsall Borough | <https://go.walsall.gov.uk/> |
| Waltham Forest | <https://www.walthamforest.gov.uk/> |
| Wandsworth | <https://www.wandsworth.gov.uk/> |
| Warrington Borough | <https://www.warrington.gov.uk/> |
| Warwickshire County Council | <https://www.warwickshire.gov.uk/> |
| Waverley Borough | <https://www.waverley.gov.uk/> |
| West Berkshire | <https://www.westberks.gov.uk/> |
| West Sussex County Council | <https://www.westsussex.gov.uk/> |
| Westminster | <https://www.westminster.gov.uk/> |
| Wigan Borough | <https://www.wigan.gov.uk/index.aspx> |

**Table S5 (continued)**

|  |  |
| --- | --- |
| **Local authority - England** | **Website** |
| Wiltshire | <https://www.wiltshire.gov.uk/> |
| Windsor and Maidenhead Borough | <https://www.rbwm.gov.uk/> |
| Wirral Borough | <https://www.wirral.gov.uk/> |
| Woking Borough | <https://www.woking.gov.uk/> |
| Wokingham Borough | <https://www.wokingham.gov.uk/> |
| Wolverhampton City | <https://www.wolverhampton.gov.uk/> |
| Worcestershire County Council | <https://www.worcestershire.gov.uk/> |
|  |  |
| **Local authority - Wales** | **Website** |
| Bleanau Gwent | <https://www.blaenau-gwent.gov.uk/en/home/> |
| Bridgend | <https://www.bridgend.gov.uk/> |
| Caerphilly | <https://www.caerphilly.gov.uk/main.aspx> |
| Cardiff | <https://www.cardiff.gov.uk/> |
| Carmarthenshire | [https://www.carmarthenshire.gov.wales](https://www.carmarthenshire.gov.wales/) |
| Ceredigion | <https://www.ceredigion.gov.uk/resident> |
| Conwy | <https://www.conwy.gov.uk/> |
| Denbighshire | <https://www.denbighshire.gov.uk> |
| Flintshire | <https://www.flintshire.gov.uk/> |
| Gwynedd | <https://www.gwynedd.llyw.cymru/en/Residents/Residents.aspx> |
| Ilse of Anglesey | <https://www.anglesey.gov.wales/en/Residents/Residents.aspx> |
| Merthyr | <https://www.merthyr.gov.uk/> |
| Monmouthshire sir fynwy | <https://www.monmouthshire.gov.uk/> |
| Neath Port Talbot | <https://www.npt.gov.uk/> |
| Newport | <https://www.newport.gov.uk/en/Home.aspx> |
| Pembrokeshire | <https://www.pembrokeshire.gov.uk/> |
| Powys | <https://en.powys.gov.uk/> |
| Rhondda Cynon Taf | <https://www.rctcbc.gov.uk/EN/Resident/Resident.aspx> |
| Swansea | <https://www.swansea.gov.uk/> |
| Torfaen County Borough | <https://www.torfaen.gov.uk/en/Home.aspx> |
| Vale of Glamorgan | <https://www.valeofglamorgan.gov.uk/en/index.aspx> |
| Wrexham | <https://www.wrexham.gov.uk/> |
|  |  |
| **Local authority - Scotland** | **Website** |
| Aberdeen | <https://www.aberdeencity.gov.uk/> |
| Aberdeenshire | <https://www.aberdeenshire.gov.uk/> |
| Angus | <https://www.angus.gov.uk/> |

**Table S5 (continued)**

|  |  |
| --- | --- |
| **Local authority - Scotland** | **Website** |
| Argyll and Bute | <https://www.argyll-bute.gov.uk/home> |
| Clackmannshire | <https://www.clacks.gov.uk/> |
| Comhairle nan Eilean Sia | <https://www.cne-siar.gov.uk/> |
| Dumfries and Galloway | <https://www.dumgal.gov.uk/> |
| Dundee | <https://www.dundeecity.gov.uk/> |
| East Ayrshire | <https://www.east-ayrshire.gov.uk/Home.aspx> |
| East Dunbarton | <https://www.eastdunbarton.gov.uk/> |
| East Lothian | <https://www.eastlothian.gov.uk/> |
| East Renfrewshire | <https://www.eastrenfrewshire.gov.uk/> |
| Edinburgh | <https://www.edinburgh.gov.uk/> |
| Falkirk | <https://www.falkirk.gov.uk/> |
| Fife | <https://www.fife.gov.uk/> |
| Glasgow | <https://www.glasgow.gov.uk/> |
| Highland | <https://www.highland.gov.uk/> |
| Inverclyde | <https://www.inverclyde.gov.uk/> |
| Midlothian | <https://www.midlothian.gov.uk/> |
| Moray | <http://www.moray.gov.uk/> |
| North Ayrshire | <https://www.north-ayrshire.gov.uk/home.aspx> |
| North Lanarkshire | <https://www.northlanarkshire.gov.uk/> |
| Orkney Islands | <https://www.orkney.gov.uk/> |
| Perth and Kinross | <https://www.pkc.gov.uk/> |
| Renfrewshire | <https://www.renfrewshire.gov.uk/> |
| Scottish Borders | <https://www.scotborders.gov.uk/> |
| Shetland Islands | <https://www.shetland.gov.uk/> |
| South Ayrshire | <https://www.south-ayrshire.gov.uk/> |
| South Lanarkshire | <https://www.southlanarkshire.gov.uk/> |
| Stirling | <https://www.stirling.gov.uk/> |
| West Dunbarton | <https://www.west-dunbarton.gov.uk/> |
| West Lothian | <https://westlothian.gov.uk/> |
|  |  |
| **Local authority – Northern Ireland** | **Website** |
| Antrim and Newtown Abbey | <https://antrimandnewtownabbey.gov.uk/> |
| Ards and Northdown | <http://www.ardsandnorthdown.gov.uk/> |
| Armagh Banbridge Craigavon | <https://www.armaghbanbridgecraigavon.gov.uk/> |
| Belfast | <https://www.belfastcity.gov.uk/> |
| Causeway Coast and Glens | <https://www.causewaycoastandglens.gov.uk/> |
| Derry City and Strabane | <https://www.derrystrabane.com/> |

**Table S5 (continued)**

|  |  |
| --- | --- |
| **Local authority – Northern Ireland** | **Website** |
| Fermanagh and Omagh | <https://www.fermanaghomagh.com/> |
| Lisburn and Castlereagh | <https://www.lisburncastlereagh.gov.uk/> |
| Mid and East Antrim | <https://www.midandeastantrim.gov.uk/> |
| Mid Ulster | <https://www.midulstercouncil.org/> |
| Newry Mourne and Down | <https://www.newrymournedown.org/> |
|  |  |
| **3rd-party Meals on Wheels provider** | **Website** |
| Apetito | <https://www.apetito.co.uk/> |
| Wiltshire Farm Foods | <https://wiltshirefarmfoods.com/> |
| Oakhouse Foods | <https://www.oakhousefoods.co.uk/> |
| Care Kitchen | <https://carekitchen.freeindex.co.uk/> |
| Park Care | <http://www.parkcaremeals.co.uk/> |
| Icare Meals on Wheels | <https://www.icarecuisine.co.uk/> |
| Cook | <https://www.cookfood.net/> |
| Cook Malborough | <https://www.cookfood.net/shops/Marlborough> |
| Live Happy | <https://livehappyltd.co.uk/> |
| Mychef | <https://b-c-m.co.uk/> |
| Chef on Board | <https://www.chefonboard.com/> |
| Crown Foods | <https://shop.crownfoods.co.uk/> |
| Friends of Stour Connect | <https://www.friendsofstourconnect.org/post/albert-s-dining-club> |
| Eggardon Country Cooks | <https://eggardoncountrycooks.co.uk/> |
| Made for you | <https://www.itsmadeforyou.co.uk/> |
| St Jude's Care Catering | <https://www.stjudescare.co.uk/st-judes-catering-services-for-the-elderly> |
| Bridge Home Care | <https://www.bridgeshomecare.co.uk/meal-delivery-service> |
| CAMMS Meals on Wheels | <https://www.cammsmealsonwheels.org/> |
| Sweet Things Savoury | <https://sweetthingssavoury.com/> |
| Pegarth Day Centre | <http://www.pengarth.co.uk/pengarth_home_delivered_meals_penzance.html> |
| Kristy Kitchen | <https://mealsonwheelscornwall.co.uk/> |
| Woodley Fine Foods | <https://woodleyfinefoods.co.uk/> |
| Dine at home | <http://www.dineathome.co.uk/index.html> |
| Home Delivery Lunch | <http://www.homedeliverylunch.co.uk/> |
| Lunchies | <https://lunchies-exmouth.co.uk/> |
| Platters | <https://www.plattersmeals.co.uk/> |
| Devon Farm Kitchen | <https://devonfarmkitchen.co.uk/> |

**Table S5 (continued)**

|  |  |
| --- | --- |
| Ration Book Cullompton Meals | <https://www.rationbookdevon.co.uk/our-information-cullompton> |
| Feastland | <http://feastland.a1-ns.com/> |
| Aunt Maud's Meals on Wheels | <http://auntmaudsmealsonwheels.co.uk/> |
| Nancy's Larder | <https://nancyslarder.co.uk/> |
| Cookmere | <https://cookmere.co.uk/> |
| Cypriot community centre | <https://cypriotcentre.com/meals-on-wheels/> |
| Kind's of Queniborough | <https://kindsofqueniborough.co.uk/> |
| Blue Mountain Foods | <http://www.bluemountainfoods.co.uk/> |
| Care Premier | <https://carepremier.co.uk/meal-service/> |
| Parsley Box | <https://www.parsleybox.com/> |
| Burchells | <https://www.burchells.co.uk/> |
| Millenium Meals | <https://millenniummeals.com/> |
| The Bridge Project | <https://www.thebridgeproject.co.uk/> |
| Icare 2018 | <https://i-care2018.co.uk/> |
| Grandma's Kitchen | <https://www.grandmas-kitchen.co.uk/> |
| Aspect Living | <https://aspectliving.org.uk/> |
| Cottage Kitchen | <https://cottagekitchenmealsonwheels.co.uk/> |
| Bare Nutrition | <https://www.thebarenutrition.co.uk/> |
| Fairclose Centre | <https://www.fairclosecentre.org/meals-on-wheels/> |
| Lupset Jubilee Hall | <https://lupsetjubileehall.co.uk/> |
| Jamaica on Ice | <https://www.jamaicaonice.com/> |

**Figure S1: Proportion of 3rd-party Meals on Wheels provider websites providing sufficient information, partial information, and no information against the different criteria of the data capture form’s Meals on Wheels information provision domain**

MoWs, Meals on Wheels.

**Figure S2: Proportion of 3rd-party Meals on Wheels provider websites providing sufficient information, partial information, and no information against the different criteria of the data capture form’s website quality domain**

MoWs, Meals on Wheels.