

# 2019 Volunteer Report



Company No. 158165  
Scottish Charity No. 24843

Food Train volunteers generously give their time to help deliver our services across all areas, some in multiple roles. Our volunteers cover a broad range of tasks including driver/helper, helper / shopper, shopper/office assistant etc. They truly are our 'flexible friends'.

In this operating year alone

- Our volunteers have contributed **132,170 hours** of their time freely, generously and with the desire to support older people in their own local community
- Our Meal Makers' cooks have shared **5793 meals** with an older neighbour, donating **5158 hours** of befriending over food
- Our befriending volunteers spent **8148 hours** in the company of older people across our Food Train regions
- Our Shopping volunteers have collected and delivered **44,482 orders** to customers who would otherwise struggle to access food
- Our volunteers across the country have supported fundraising activities and events helping to raise more than **£27,322** by selling raffle tickets, running 100 clubs, hosting coffee mornings, tea parties, holding car-boot sales, pop up charity shops, Festivals, Christmas fayres, bag packing in supermarkets and rattling collection tins at promotional stalls

In our 2019 Member Survey, customers told us how they felt about our volunteers

**32.6% said 'the volunteers make a positive impact on my health and wellbeing'**

**51.3% said 'I value the practical help and support given by the volunteers'**

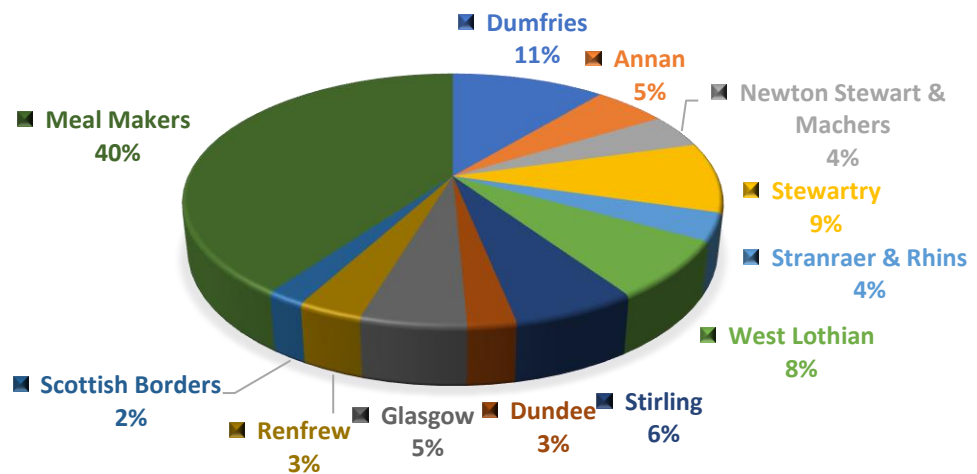
**69.6% said 'I look forward to the volunteers and enjoy the added social contact'**



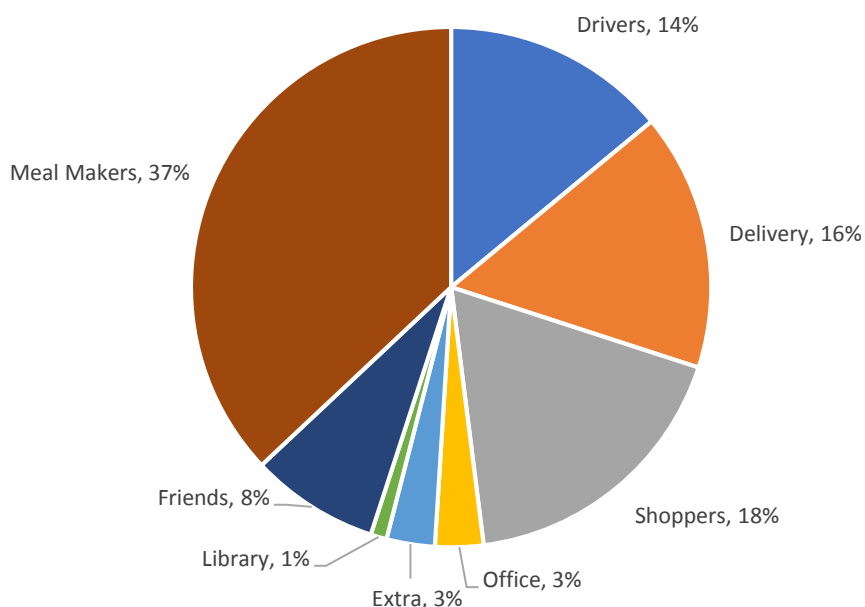
Our network of volunteers support our members and provide the range of services they need to stay independent and live at home longer. Volunteering is vital to Food Train. Listening to the views of our volunteers and working to bring them the best possible volunteering experience is important to our Board of Trustees and staff. Our annual volunteer survey helps us to do that. Our 2019 survey was completed by 211 volunteers either online or in paper format from across all services in all areas.

The charts that follow show the results of the 2019 survey.

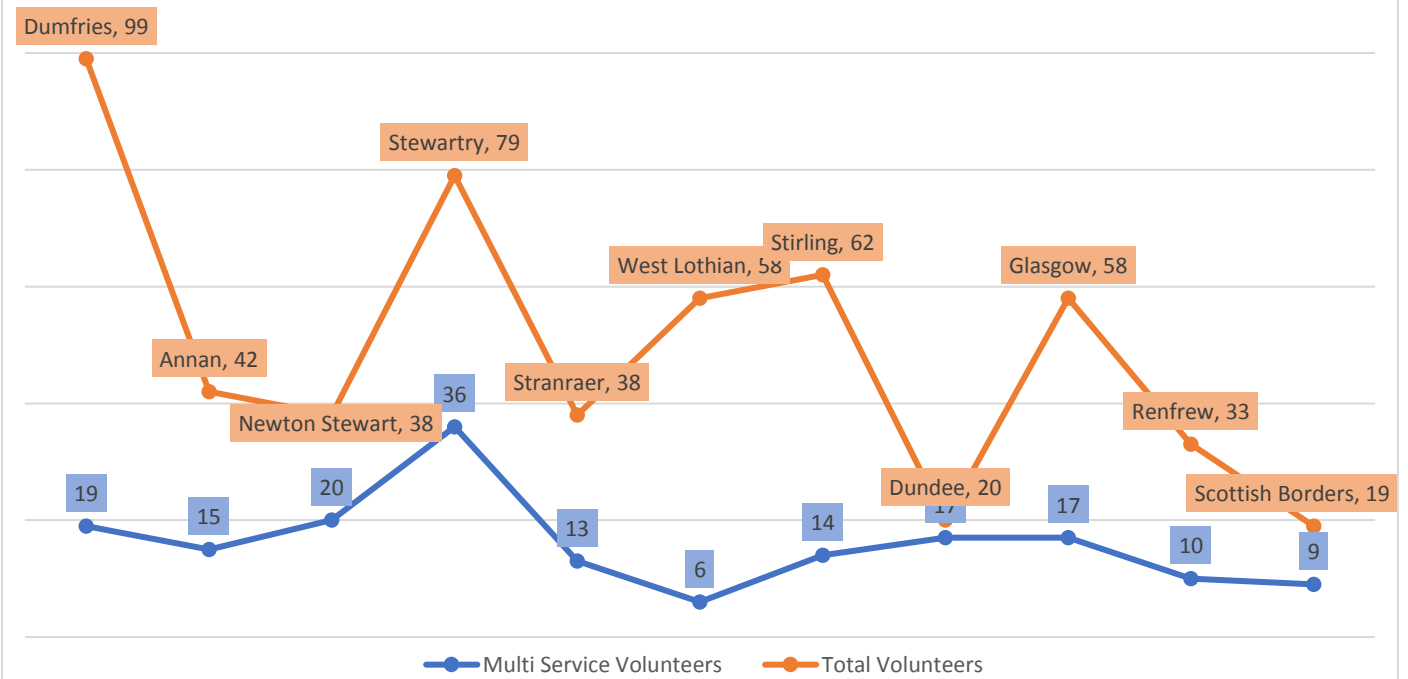
### SPLIT OF VOLUNTEERS BY GEOGRAPHICAL AREA



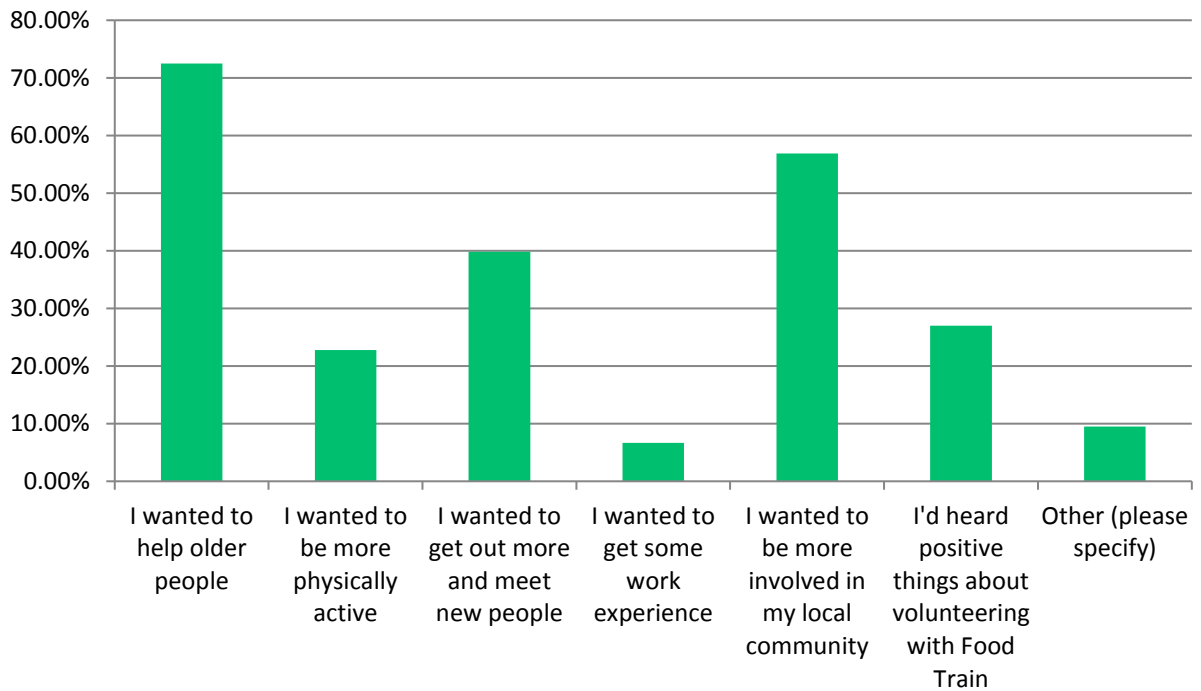
### Split of Volunteers by Service



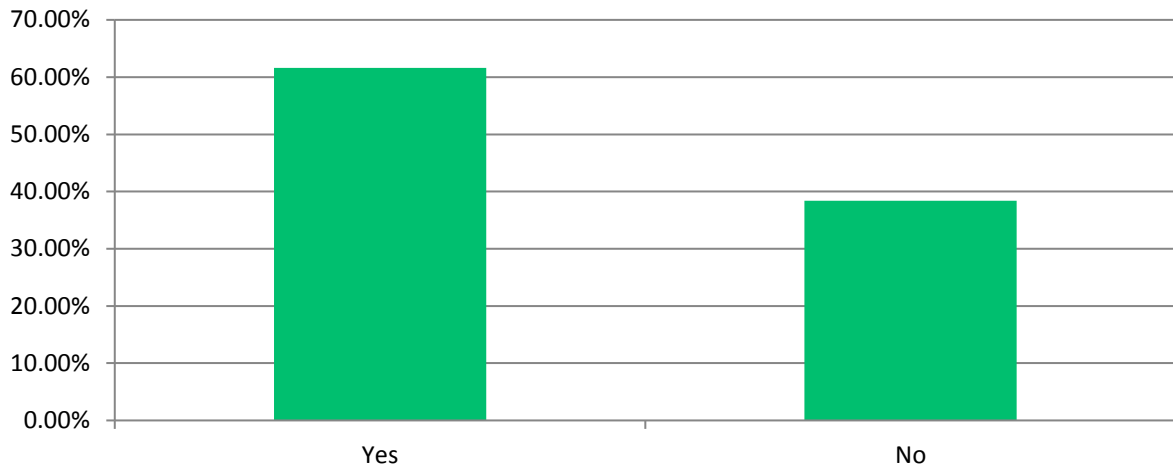
## Volunteering in more than one role



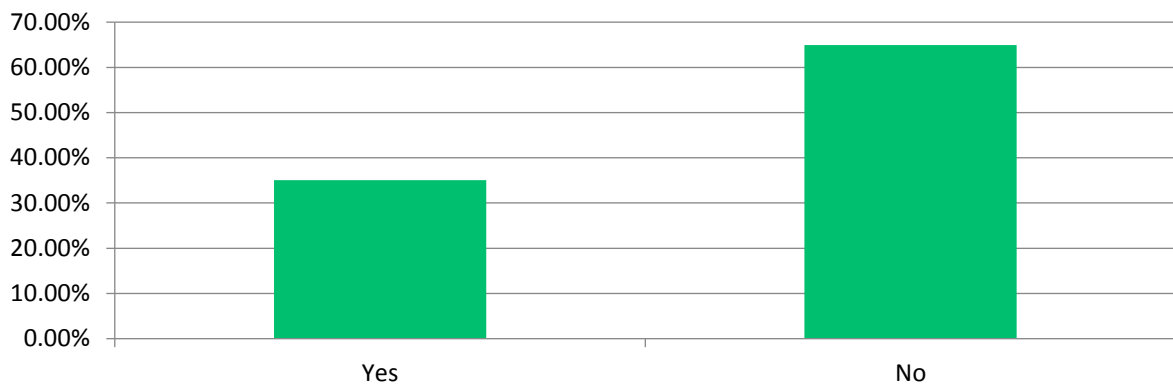
## What motivated you to volunteer with us? Tick all that apply to you



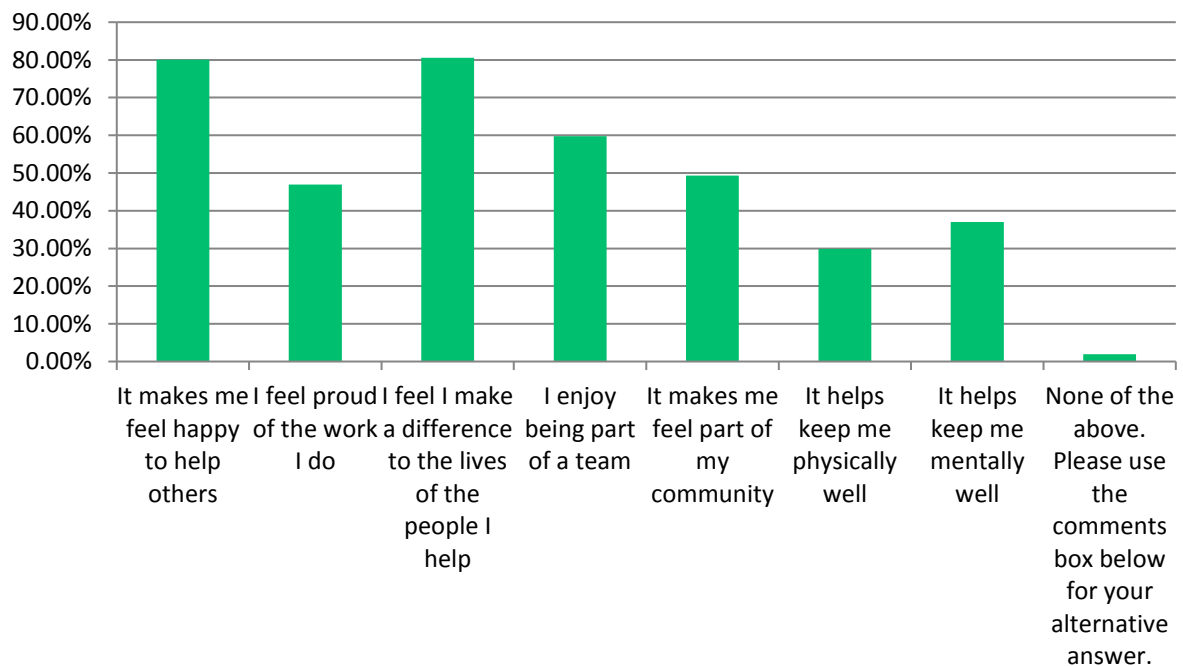
## Had you ever volunteered before joining us?



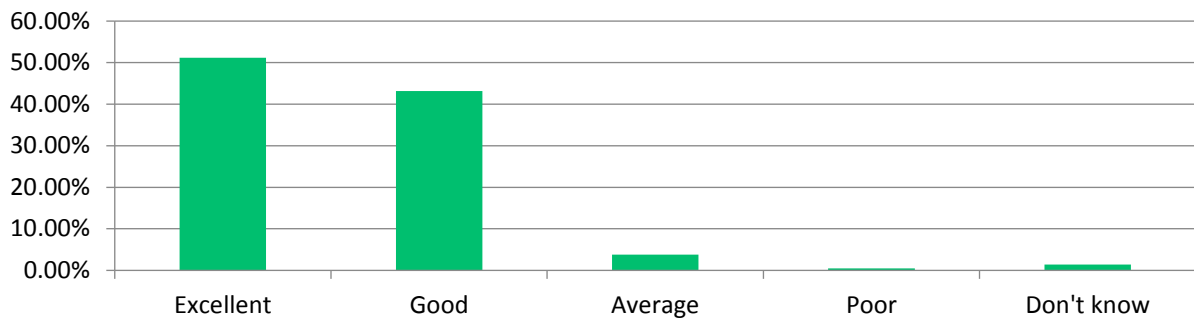
## Do you currently also volunteer with any other organisations?



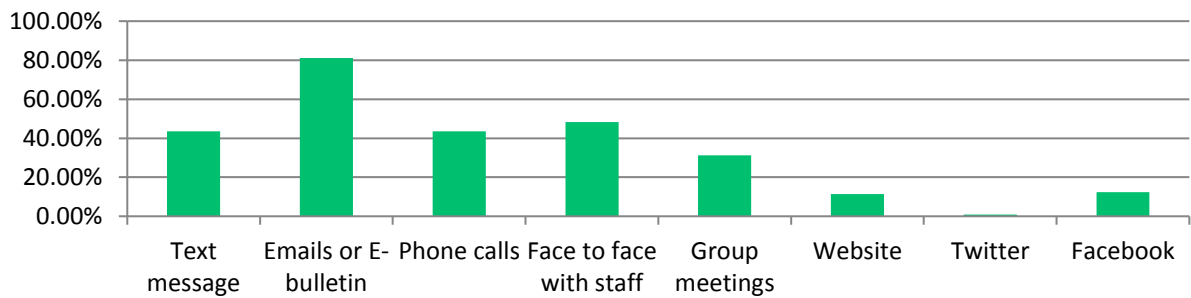
## How do you feel about the volunteering work you do with us? Tick all that apply to you.



## Overall, how do you rate your volunteer experience with us?



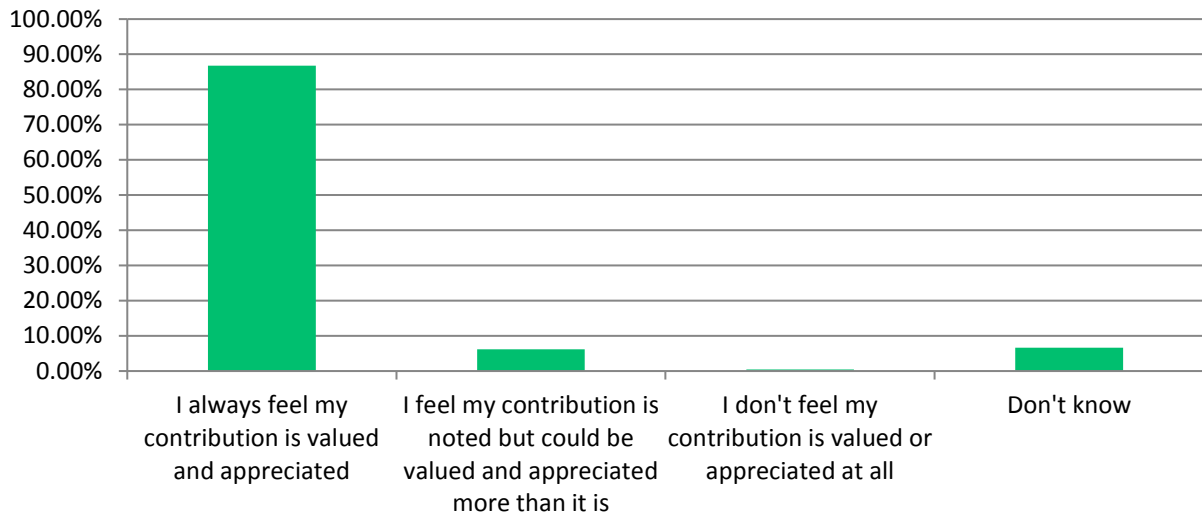
## What aspect of communication from Food Train works well for you? Tick all that apply to you



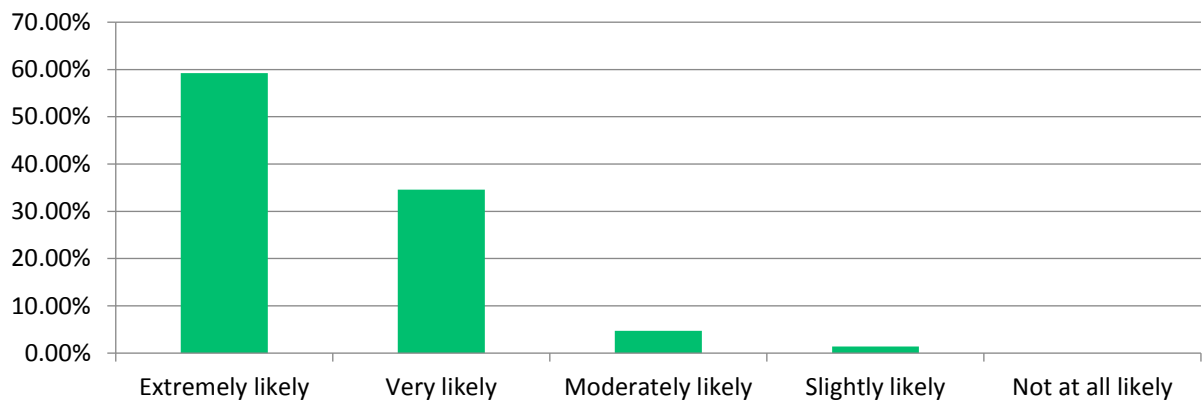
## Do you feel supported by our staff while volunteering with us? Tick all that apply to you



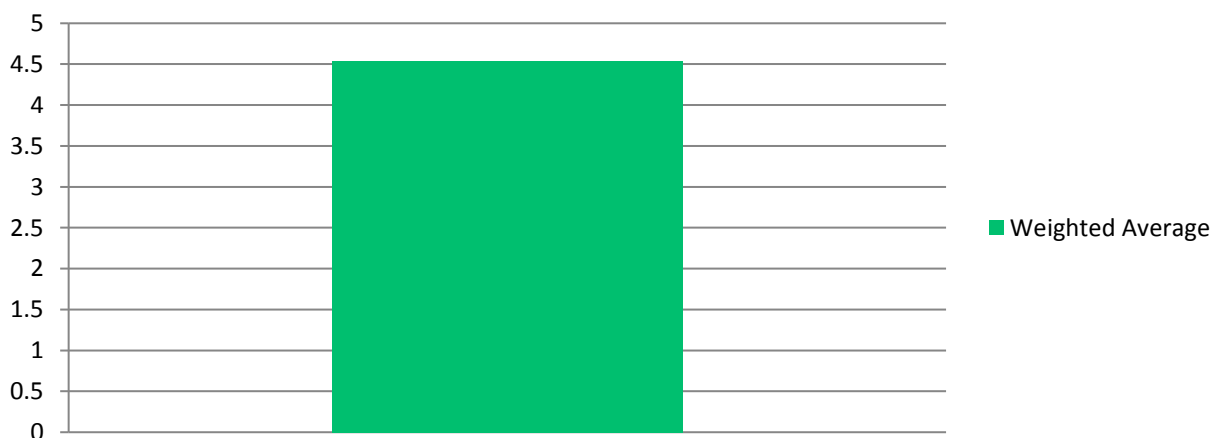
## Do you feel valued and appreciated while volunteering with us?



## How likely are you to recommend Food Train to others as a good place to volunteer?



## Overall, on a scale of 1-5 (where 5 is extremely satisfied) how satisfied are you with Food Train?



“enjoy being part of your team”

“I have an established relationship with the old person I visit so don't have much communication with office, but know they are there if I need them”

“Delighted to do shopping in Annan on Wednesday, keen to do other days if there is a shortage”

“nothing to add – you're spot on!”

“I am new to volunteering and realise the importance of supporting the older generation”

“Thank you for having me; great experience all round”

“Volunteering should be part of society – work with schools so S4 and S5 pupils spends a day volunteering”

“All experience with staff and organisation itself excellent”

“Loved meeting my diner, feel I'm doing something useful and enjoy my time with her”

“Great service and know our customers really appreciate the service”

“Staff/ volunteer meetings important and funding needed to facilitate these in suitable places”

“Friendly team where I always feel welcome”

“Very enjoyable and interesting to do this type of voluntary work, I am touched by confidence management has in me”

Scottish Charity No: 24843, Scottish Company No: 158165

Hestan Southwest, The Crichton, Bankend Road, Dumfries, DG1 4TA —Tel: 01387 270800

Unit 2A, 3 Michaelson Square, Livingston, EH54 7DP —Tel: 01506 413013

Office 18, John Player Building, Enterprise Park, Stirling, FK7 7RP—Tel: 01786 450536

The Attic, Unit 9, Balgray Place, Dundee, DD3 8SH—Tel: 01382 810944

Unit 13 Govanhill Workspace, 69 Dixon Road, Glasgow, G42 8AT—Tel: 0141 423 1722

Studio 53 Old Embroidery Mill, Seedhill Road, Paisley, PA1 1TJ—Tel: 0141 887 2557

48, Overhaugh Street, Galashiels, TD1 1DP —Tel: 01896 751750

2/6A, Brook Street Studio, 60 Brook Street, Glasgow, G40 2AB—Tel: 0141 551 8118

111 Oxgangs Road North, Edinburgh, EH14 1ED—Tel: 0131 447 8151

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