

# MEMBERS SURVEY 2017

Listening, learning and responding to our members across Scotland

*#laughter*



*#kindness*



*#caring*



*#helping*



*#connecting*



*#friends*



Company No. 158165

Scottish Charity No.24843

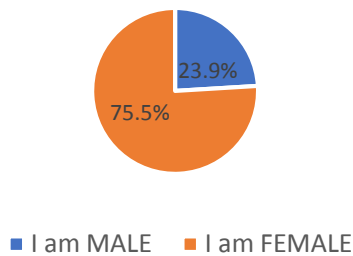
[www.thefoodtrain.co.uk](http://www.thefoodtrain.co.uk)

## 2017 Member Survey of Food Train Services (Shopping, Meal Makers, Extra, Library & Friends)

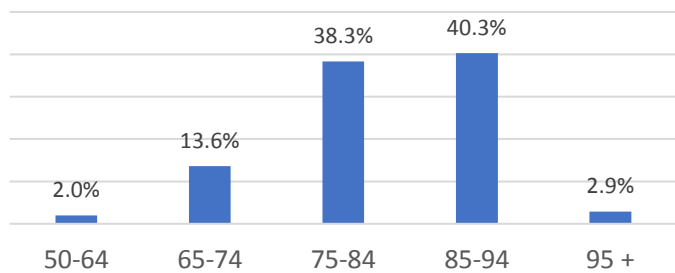
Food Train would like to take this opportunity to thank all our volunteers involved in distributing and collecting the surveys and our members for their help in completing the survey. Comments have all been recorded and will be reviewed by staff at local branch meetings and by Trustees at scheduled Board meetings. All complimentary comments are much appreciated by both volunteers and staff.

Each summer, over a specified time frame, our volunteers aim to hand-deliver an annual survey to as many registered and active members as possible in their local area. Some members however may not receive a questionnaire as they might be temporarily in hospital, in respite, be infrequent users of the service at that time or may not have the capacity to complete it independently. This year 1,288 surveys were distributed and 653 were returned (51%). In most surveys returned, most questions had been answered. The survey covers all our services currently being offered including Shopping, Meal Makers, EXTRA, FRIENDS and Library Outreach.

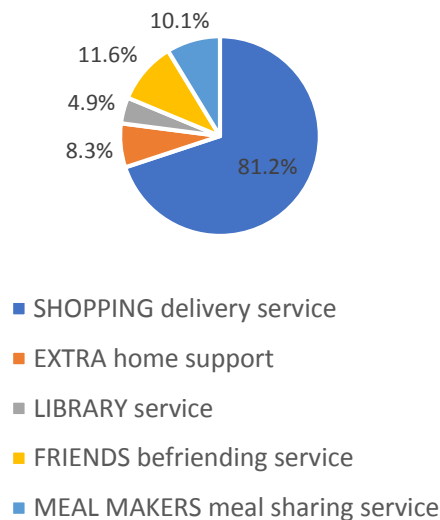
**Your gender**



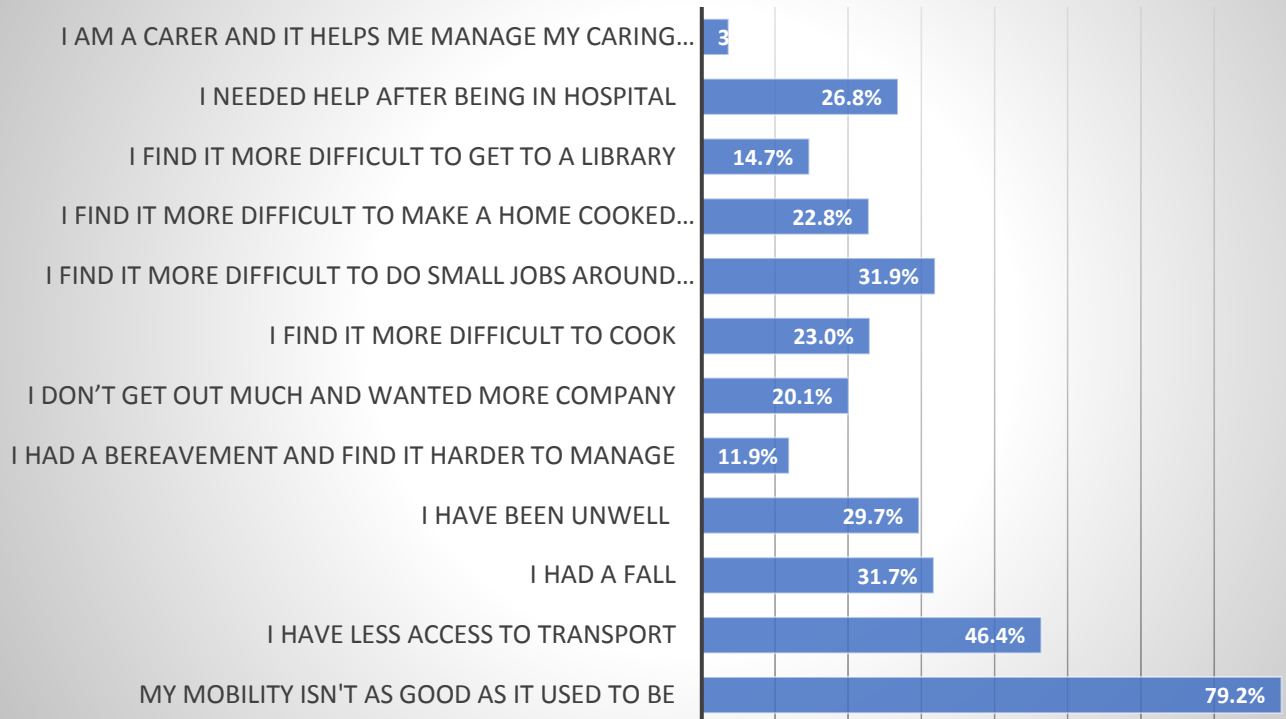
**What age are you**



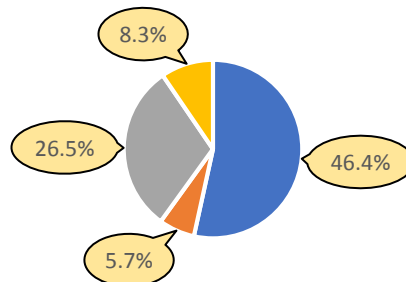
**Which of our services do you use**



## Why did you start using our services

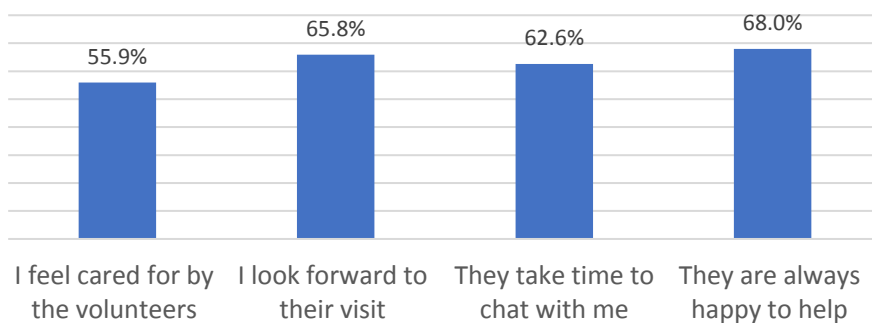


## Do you have any alternatives to our services

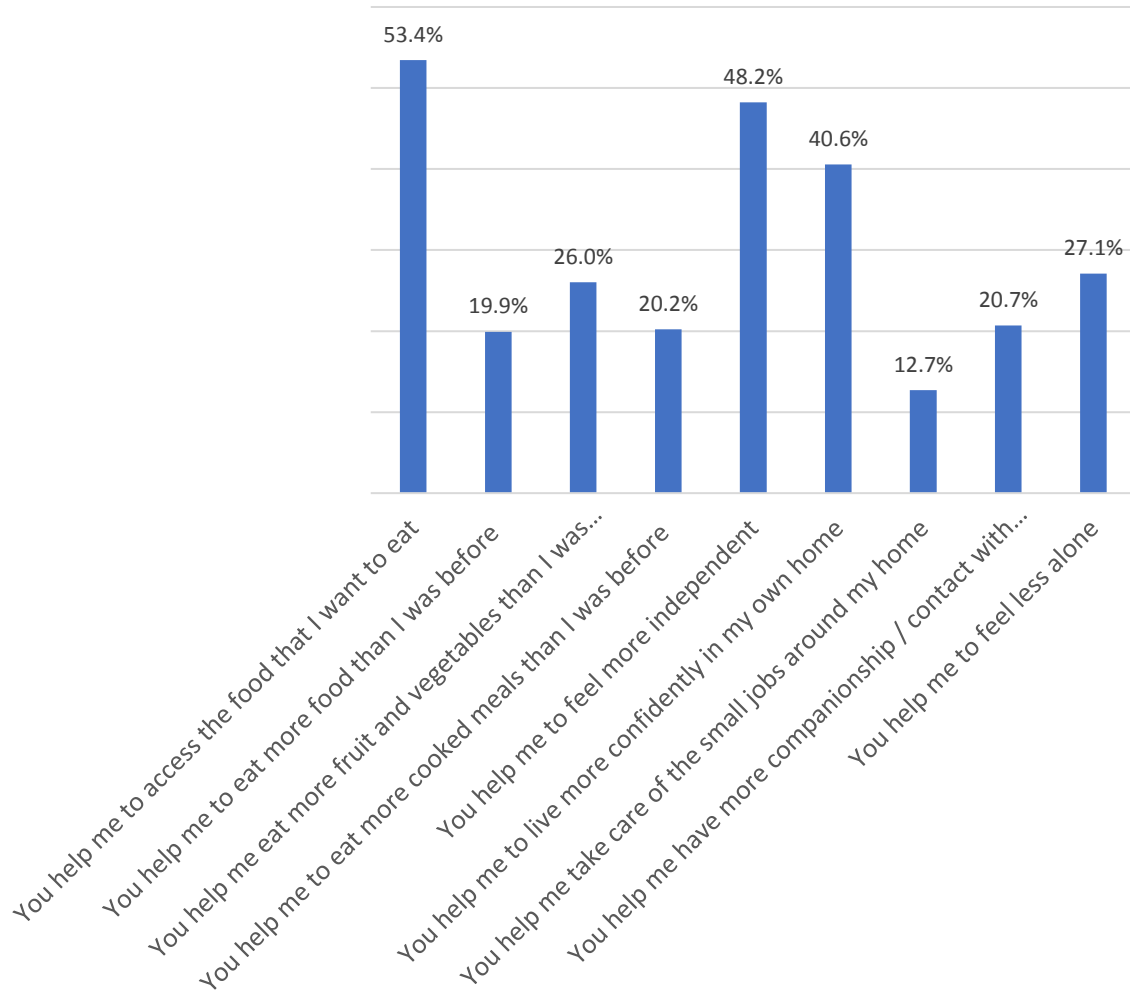


- I need the service(s) that you provide and have no other help
- There are other services but they are not affordable to me
- I have alternative options but choose to use your service(s)
- I don't know

## How do you feel about our volunteers



## How do you feel about our services



## FULL SURVEY RESULTS

<b>FOOD TRAIN CUSTOMER SURVEY RESULTS 2017</b>	Dumfries & Galloway	West Lothian	Stirling	Dundee	Glasgow	Renfrew	North Ayrshire	Meal Makers	TOTAL	%
Questionnaires distributed	472	165	121	185	150	121	74	94	1288	
Questionnaires returned	249	57	63	61	69	61	41	52	653	51%
<b>About You?</b>	Dumfries & Galloway	West Lothian	Stirling	Dundee	Glasgow	Renfrew	North Ayrshire	Meal Makers	TOTAL	%
I am MALE	48	18	10	11	21	20	9	19	156	23.9%
I am FEMALE	196	40	52	50	49	41	32	33	493	75.5%
<b>What age are you?</b>	Dumfries & Galloway	West Lothian	Stirling	Dundee	Glasgow	Renfrew	North Ayrshire	Meal Makers	TOTAL	%
50-64	3	2	1	0	1	1	0	5	13	2.0%
65-74	26	9	8	5	11	14	7	9	89	13.6%
75-84	91	21	18	31	31	20	17	21	250	38.3%
85-94	104	25	29	24	23	26	15	17	263	40.3%
95 +	7	1	5	1	3	0	2	0	19	2.9%
<b>How do you live?</b>	Dumfries & Galloway	West Lothian	Stirling	Dundee	Glasgow	Renfrew	North Ayrshire	Meal Makers	TOTAL	%
I live alone	176	43	48	49	62	50	36	49	513	78.6%
I live with my spouse/partner	17	11	11	11	7	9	4	2	72	11.0%
I live with another relative	10	3	3	1		2	1	1	21	3.2%
I live with my friend	0			0		0	0	0	0	0.0%
<b>About care and support you might receive?</b>	Dumfries & Galloway	West Lothian	Stirling	Dundee	Glasgow	Renfrew	North Ayrshire	Meal Makers	TOTAL	%

I have Care Call	172	33	24	21	18	24	16	18	326	49.9%
I have help with gardening	158	15	38	26	17	32	17	14	317	48.5%
I have help with housework	169	31	37	39	28	35	26	30	395	60.5%
I have help with laundry	80	17	19	17	18	16	14	14	195	29.9%
I have frozen meals delivered	71	10	17	16	14	12	11	10	161	24.7%
I have help to prepare and cook meals	53	14	6	8	11	9	7	12	120	18.4%
I have carers who help me with personal care	62	16	15	18	7	11	14	16	159	24.3%
I have carers who stay overnight with me	9	5	1	1	0	4		1	21	3.2%
I do not have any help	48	16	14	16	16	15	3	9	137	21.0%
I don't know	3		1		2	2		0	8	1.2%
<b>Which of our services do you use?</b>	<b>Dumfries &amp; Galloway</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>North Ayrshire</b>	<b>Meal Makers</b>	<b>TOTAL</b>	<b>%</b>
SHOPPING delivery service	201	43	62	54	69	61	38	2	530	81.2%
EXTRA home support	37	5	6	3	3	0		0	54	8.3%
LIBRARY service	5	16	11			0		0	32	4.9%
FRIENDS befriending service	52	6	3	11	3	0		1	76	11.6%
MEAL MAKERS meal sharing service	6		1	3		4		52	66	10.1%
<b>Why did you start using our service(s)</b>	<b>Dumfries &amp; Galloway</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>North Ayrshire</b>	<b>Meal Makers</b>	<b>TOTAL</b>	<b>%</b>
My mobility isn't as good as it used to be	200	47	46	48	58	51	31	36	517	79.2%
I have less access to transport	127	29	33	27	23	29	17	18	303	46.4%
I had a fall	88	16	11	17	26	24	12	13	207	31.7%
I have been unwell	78	20	14	14	25	16	14	13	194	29.7%
I had a bereavement and find it harder to manage	37	10	10	4	4	7	1	5	78	11.9%
I don't get out much and wanted more company	61	15	5	8	11	11		20	131	20.1%
I find it more difficult to cook	49	19	5	11	19	16	8	23	150	23.0%

I find it more difficult to do small jobs around the house	70	23	18	16	26	22	13	20	208	31.9%
I find it more difficult to make a home cooked meal	45	18	9	9	17	15	9	27	149	22.8%
I find it more difficult to get to a library	29	18	9	3	12	9	5	11	96	14.7%
I needed help after being in hospital	62	18	9	17	23	23	12	11	175	26.8%
I am a carer and it helps me manage my caring responsibilities	6	2	4	4	2	5	1	0	24	3.7%

How did you become aware of our service(s)?	Dumfries & Galloway	West Lothian	Stirling	Dundee	Glasgow	Renfrew	North Ayrshire	Meal Makers	TOTAL	%
From a friend or neighbour	89	12	21	20	13	20	9	8	192	29.4%
From a family member	22	2	12	6	7	5	3	5	62	9.5%
From a Nurse, Doctor or other health professional	47	3	13	13	21	15	7	8	127	19.4%
From a Social Worker or other social care professional	48	21	8	15	21	21	11	16	161	24.7%
From a Housing Association	9	4	3	2	3	2	1	7	31	4.7%
From a newspaper, magazine or radio	7	3	1	5	2	5	0	1	24	3.7%
From a poster, notice board or talk	21	2	5	3	6	1	1	6	45	6.9%
I don't know	13		6	3	1	0	1	3	27	4.1%
Other - please say where you heard about us?	17	11	5	1		5	5	4	48	7.4%
How long have been using our service(s)?	Dumfries & Galloway	West Lothian	Stirling	Dundee	Glasgow	Renfrew	North Ayrshire	Meal Makers	TOTAL	%
Less than 1 year	49	11	15	11	28	19	20	30	183	28.0%
More than 1 year	50	8	19	15	25	15	19	15	166	25.4%
More than 2 years	45	16	12	15	11	12	1	5	117	17.9%
More than 3 years	20	10	7	7	8	12			64	9.8%
More than 4 years	22	1	2	4	1	0			30	4.6%
More than 5 years	46	9	4	4	3	0			66	10.1%
I don't know	7	3	2	2		1			15	2.3%

<b>Do you have any alternatives to our service(s)?</b>	<b>Dumfries &amp; Galloway</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>North Ayrshire</b>	<b>Meal Makers</b>	<b>TOTAL</b>	<b>%</b>
I need the service(s) that you provide and have no other help	105	25	35	25	45	32	20	16	303	46.4%
There are other services but they are not affordable to me	12	2	1	1	4	5	3	9	37	5.7%
I have alternative options but choose to use your service(s)	71	19	20	13	16	15	8	11	173	26.5%
I don't know	18	3	6	6	3	1	4	13	54	8.3%
<b>We would like to know how you feel about our volunteers?</b>	<b>Dumfries &amp; Galloway</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>North Ayrshire</b>	<b>Meal Makers</b>	<b>TOTAL</b>	<b>%</b>
I feel cared for by the volunteers	127	38	34	39	39	34	28	26	365	55.9%
I look forward to their visit	152	43	40	42	40	45	29	39	430	65.8%
They take time to chat with me	134	44	39	43	39	43	28	39	409	62.6%
They are always happy to help	165	42	45	42	48	49	31	22	444	68.0%
None of the above	4				2	0		1	7	1.1%
<b>We would like to know how you feel about our services.</b>	<b>Dumfries &amp; Galloway</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>North Ayrshire</b>	<b>Meal Makers</b>	<b>TOTAL</b>	<b>%</b>
You help me to access the food that I want to eat	141	29	26	26	43	36	32	16	349	53.4%
You help me to eat more food than I was before	37	6	34	7	17	10	9	10	130	19.9%
You help me eat more fruit and vegetables than I was before	58	7	35	13	28	6	14	9	170	26.0%
You help me to eat more cooked meals than I was before	40	6	18	7	22	9	13	17	132	20.2%
You help me to feel more independent	126	24	22	34	35	35	28	11	315	48.2%
You help me to live more confidently in my own home	116	22	6	32	27	28	25	9	265	40.6%
You help me take care of the small jobs around my home	41	10	12	2	5	6	5	2	83	12.7%



You help me have more companionship / contact with other people	65	12	1	17		13	10	17	135	20.7%
You help me to feel less alone	72	14	13	12	10	18	16	22	177	27.1%
None of the above	3	3	1			1	1	4	13	2.0%
<b>We are always looking for more ways we can help our members. Do you have any ideas or suggestions for ways we can help you more?</b>	<b>Dumfries &amp; Galloway</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>North Ayrshire</b>	<b>Meal Makers</b>	<b>TOTAL</b>	<b>%</b>
Number of responses	39	8	8	1	1	11	7	8	83	12.7%
<b>Do you have any comments or suggestions about how we can improve our service(s) to you?</b>	<b>Dumfries &amp; Galloway</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>North Ayrshire</b>	<b>Meal Makers</b>	<b>TOTAL</b>	<b>%</b>
Number of comments	41	6	10	2	4	9	5	8	85	13.0%

### Other things our customers suggested they would like help with

- Do you pay bills?
- I cannot get to the bank or the cash machine
- Posting Christmas cards for those unable to get out
- Willing to pay for help with decorating or gardening
- Help with my garden once a month
- Ironing
- Physical help to get out to a shop
- Prescription service
- Housework and Hoovering
- Transport service for doctors and medical appointments - need more than a taxi to a destination
- Non-food shopping
- Companion to sit with me for dialysis 3 days a week
- Only Meal Makers available in Perth & Kinross – I also need help with shopping and help around the house
- Develop the service to include a wider range of supermarkets or specialist food delivery
- Develop more information on online payments
- Last year some town people had a supermarket visit. It would be nice if country people could also go. It would be nice to see the shop
- Photographs and a list for users with memory loss

## **Some of the things our customers say they would like us to improve on**

- Expiry dates / sell by dates and selecting the freshest produce
- Sizes suitable for a person living on their own and supplying a list of 'meals for one'
- Consistent delivery times and more choice of supermarkets (Aldi, Asda, Sainsburys were noted)
- Volunteers being able to stay longer when they call, if possible
- Checking that books being delivered haven't already been read
- On outings, picking up and dropping off takes forever and is very tiring

## **Some of the comments from our customers using Food Train services**

- I have always been independent but not so able now. I have had a few falls which have robbed me of my self-confidence. Volunteers are always cheery, sometimes it is the only people you see in a day (West Lothian customer)
- What a joy to receive delicious fresh meals so thoughtfully prepared (Meal Makers diner)
- I use the Library service and the people that bring my books are always very happy (West Lothian customer)
- My husband and I would be lost without this service. I don't drive and since my husband has had to give up the car we are pretty isolated. Without your excellent service, we would be stuck (Dumfries customer)
- The Friends club & befrienders have made the world of difference to us (Newton Stewart & The Machers customer)
- The volunteers are a joy to see and to talk to and they are becoming very well known to me. I am nearly 94 and appreciate their kindness and friendship (Stewartry customer)
- I am housebound and without your services I would have to go into care (I live in the country) (Stewartry customer)
- I feel more in contact with the rest of the world (Dumfries customer)
- I really need EXTRA help. I am very grateful for all your volunteers. They do a very good job. (Dumfries customer)
- I appreciate the help I have been getting that lets me keep on living in this house. I have been here for nearly 70 years. (Glasgow customer)
- I am 88 years old and the Food Train means I can cope and stay in my home. Thank you all (Renfrew customer)
- I use the Food Train service and it helps me to plan my meals and to be more independent. It is a godsend. The staff are excellent and so helpful (North Ayrshire customer)
- I always look forward to the outings. Everything about the trips and people are great. Food Train is a lifeline for those who can't get to the shops (Dundee customer)
- On good days, I can drive and do a small shop but at other times I am extremely grateful for a bit of help shopping – and it is always good to see the volunteers! (Stirling customer)