

# 2019 Annual Report



# Supporting Older People

Company No. 158165  
Scottish Charity No. 24843



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Welcome to our 2019 Annual Report, a snapshot of Food Train's activities and support for older people living at home.

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Food Train's Directors and Staff would like to express their sincere and grateful thanks to the volunteers who work so hard all year round in support of our Members. Thanks also to the many funders, donors, partners, shops, businesses and individuals, who offer their support to the Charity during the year.

Your contributions have lasting impacts on the day to day lives of our members, helping support them to eat well, live well and age well in their own homes for as long as they wish and are able.

# Thank You!

# Chair's Report

Once again it is my privilege to report on another successful year for Food Train. We remain committed to supporting our members with a suite of services from food deliveries, Food Train Extra, Food Train Friends and Meal Makers. Our exciting project Eat Well Age Well is both gathering data and making a real impact. None of this would be possible without the collaborative efforts of our staff, our volunteers and our supporters.

The Annual Report sets out all the stats – the volunteer hours, the number of deliveries and so on, all of which are growing year on year. This can only be achieved by our collaborative efforts. Our volunteers are a vital element so we must say a huge thank you to our volunteers for all that they give to, and do for us.

The next important contribution comes from our staff. I suspect it is often not understood how much hard work goes in to making Food Train work and to deliver all our services. The staff this past year have, as always, worked hard for us and I thank them all.

Finally, money, while we generate much of our own funding from delivery of our services, funding from elsewhere is also required. We have been fortunate this year to have had support from a number of bodies. We have to thank the Health & Social Care Partnerships, Local Authorities, Big Lottery, NHS, Scottish Government, Rank Foundation, the Robertson, Tudor, John Ellerman and Headley Trusts for their support. We fund raise through all our branches and are very grateful to all who have contributed and supported us.

I am standing down as both Chair of the Trustees and as a Trustee. It has been an enormous privilege and pleasure to have been involved with Food Train over the last 9 years, I have seen amazing growth and many changes in that time. Over that 9 years the organisation has responded to some difficult challenges but also to exciting opportunities. On every occasion Food Train has responded with enthusiasm, ingenuity and good humour. On a personal note, I would particularly like to thank CEO Michelle and my fellow trustees, (past and present) for their support and friendship over my time with Food Train. I am very proud of what the charity has achieved and grateful for the chance to play a part. I wish everyone in the Food Train family a long and prosperous journey.

*Frances*

**Mrs Frances Campbell**





# A year in review

44,482 grocery deliveries  
1,109 household jobs completed  
563 library deliveries  
504 reading visits  
5,793 meals shared  
1,209 befriending activities

Our core services were all developed in direct response to the needs expressed by our members and are designed to offer practical and social support at their time and point of need

1,150 volunteers active during the year  
137,500 hours of volunteering time  
100,261 contacts with members  
53 long service awards presented to volunteers for 5, 10 and 15 years service

Our hard working volunteers support the members all year round doing a huge range of tasks that bring a range of health and wellbeing benefits to our older members living at home

12,000 contacts  
311 people trained  
23 projects funded  
134 older people screened and supported  
3,080 Eat Well Guides given out  
331 Toolkits distributed  
10 tests of change

Our Eat Well Age Well project is working in every corner of Scotland to raise awareness of malnutrition among older people, providing information, testing new ways of working and conducting vital research

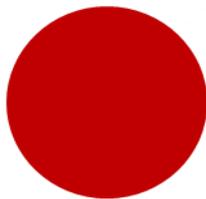


# A year in review

The infographics on the previous page show the range and scale of support provided to our members and older people across local communities. The dedication and spirited generosity of our volunteers is truly impressive and humbling.

Beyond our routine service provision our volunteers and staff are also involved in a wide variety of activities that both promote the Charity and the views expressed by our older members. From fantastic fundraising to focus groups we are busy all year round keeping Food Train and the views of our members in the spotlight. From advocacy to awareness raising, the skills and capabilities of our volunteers and staff are put to work ensuring the service and support we offer the members is the best it can be.

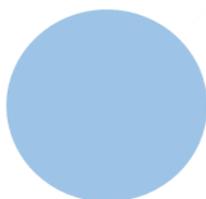
It is important to keep up with developments in digital technology and social media and think about what our Charity will look like for our members in the future. We launched a new 3-year business plan during 2019 and have ambitious plans to develop digital models of connecting volunteers with older people living at home to complement our current model and be better prepared for what the future generation of members will need from us.



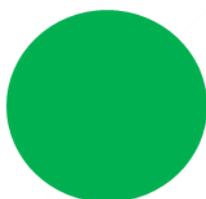
**Maintained our Healthy Working Lives Award, continue to be Scottish Living Wage employer accredited. Food Train has Dementia Friendly and Volunteer Friendly Awards**



**£27,346 raised in fundraising events from collection pots to coffee mornings  
£107,775 donated through small change, individual and regular giving, legacies and Gift Aid**



**14,618 followers on social media accounts including Facebook, Twitter and Instagram  
Secured support from corporate partners Ogilvie, 8020Ltd, Morgan Stanley and Digby Brown**

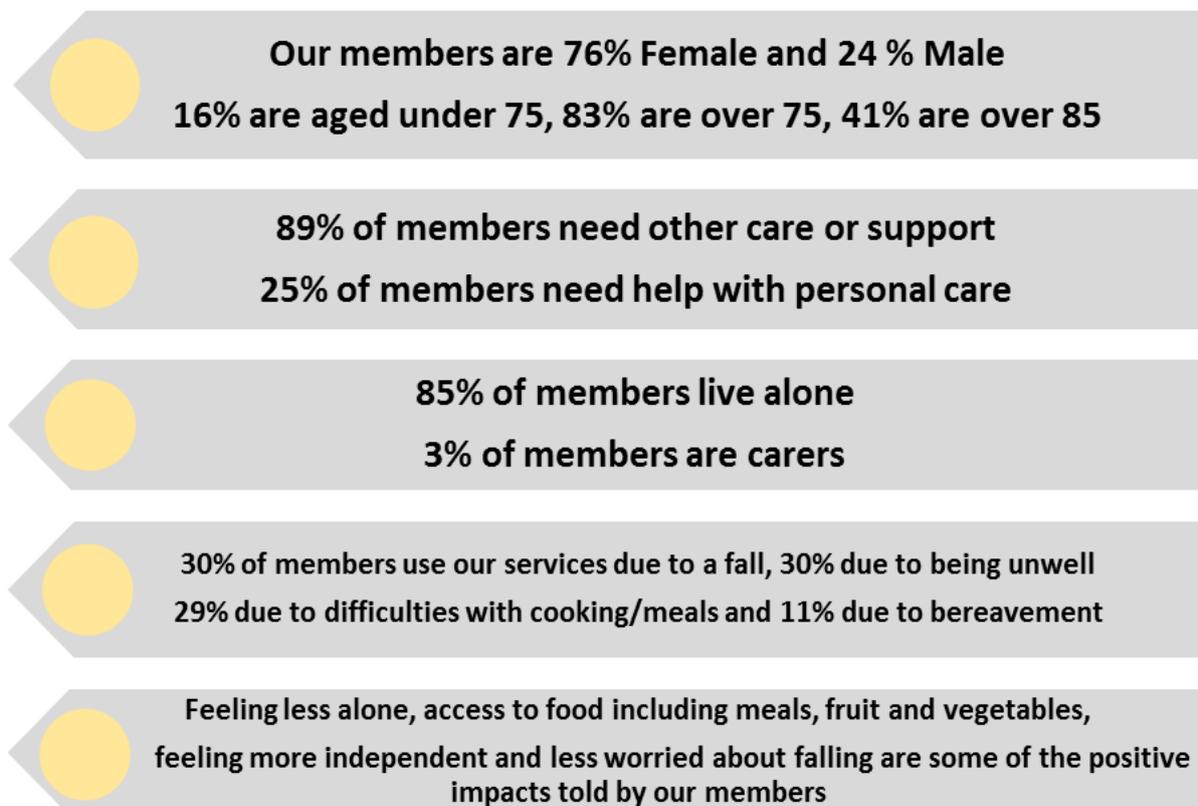


**Represented the interests of our members at parliamentary groups, national conferences, older people's forums and contributed to a range of Government consultations and surveys**



## Member Feedback

The infographic below shows some of the highlights of our annual member survey. We received a terrific response from members, 552 (36%) completed surveys were returned over the summer.



The feedback from our member survey shows how much our services and volunteers are valued. Members appreciate the practical and social support given by the volunteers and look forward to their visits. The positive impacts on health, wellbeing and loneliness are also clear to see with many members commenting how much they would struggle to keep on living at home without the help of Food Train.

We also ask our members about improvements we could make to our services and what, if any, other help and support we should look at offering. We received 88 comments around improvements covering everything from better sell-by dates, length of waiting times for a befriender to speedier answering of calls in our offices. 77 members offered suggestions for other help and support we could provide covering everything from domestic cleaning, gardening, accompanied transport to medical appointments, daily check-in calls and even a dating agency to meet other older people. Over the next few months our staff and Trustees will be looking at all the surveys and using the information to see where we can make improvements to current services and think about all the ideas you've given us for extra help needed. We really appreciate and value all the feedback and will pass on all the lovely kind comments members made about our volunteers.



## Financial Overview

Food Train's main sources of income are the service charges paid by members and public sector contracts. Income is enhanced by a variety of grants and funds from external trusts and foundations, such as National Lottery Community Fund, Players of the People's Postcode Lottery, Esmee Fairbairn Foundation, Tudor Trust, The Rank Foundation to name a few. During the year many individuals, groups and businesses generously donate funds and our staff and volunteers undertake a wide range of fundraising activities. We also benefit from local garages, colleges and others who kindly help us keep our vans and minibuses running. Thank you to everyone for their kind and generous support throughout the year.

	2018	2019
<b>Total Income</b>	<b>1,764,667</b>	<b>1,704,396</b>
<b>Total Expenditure</b>	<b>1,532,210</b>	<b>1,815,525</b>
<b>Total Members Funds</b>	<b>722,677</b>	<b>611,548</b>
<b>Surplus (Deficit)</b>	<b>232,457</b>	<b>(111,129)</b>
Designated Reserve	160,023	153,996
Restricted Reserve	238,997	191,910
General Reserve	323,657	265,642
<b>Income Analysis</b>		
Grant Income	726,843	745,325
Earned Income	904,253	823,950
Donations & Fundraising	133,571	135,121
<b>Expenditure Analysis</b>		
Staff Costs	1,016,535	1,224,747
Vehicle Costs incl depreciation	163,794	144,710
Premises Costs	105,203	112,579
Volunteer Costs	54,760	47,183
Running Costs	191,918	286,306

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

Unit 9, Attic Floor, Balgray Works, 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 Oxfords Road North, Edinburgh, EH14 1ED—Tel: 0131 447 8151

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

[www.mealmakers.org.uk](http://www.mealmakers.org.uk)

[www.eatwellagewell.org.uk](http://www.eatwellagewell.org.uk)

