

2019 Member Survey

SHOPPING

MEAL
MAKERS



EXTRA

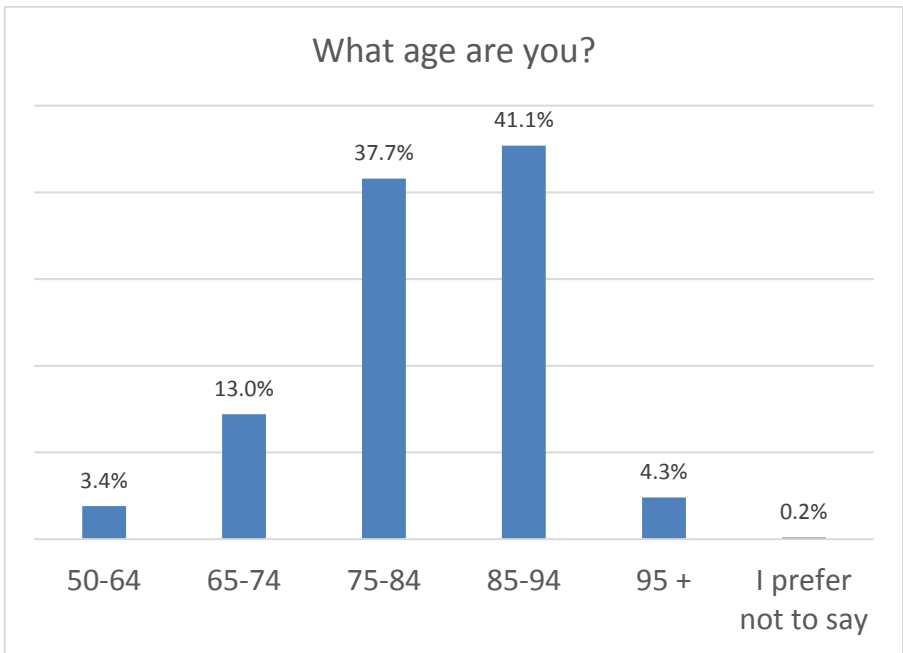
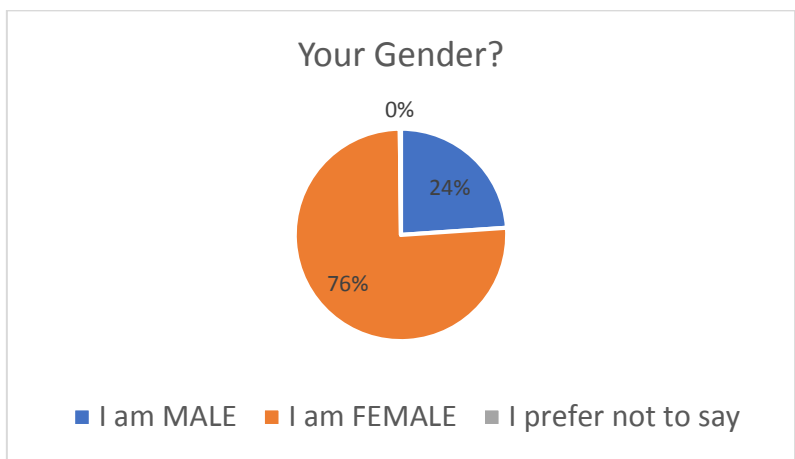
LIBRARY

FRIENDS

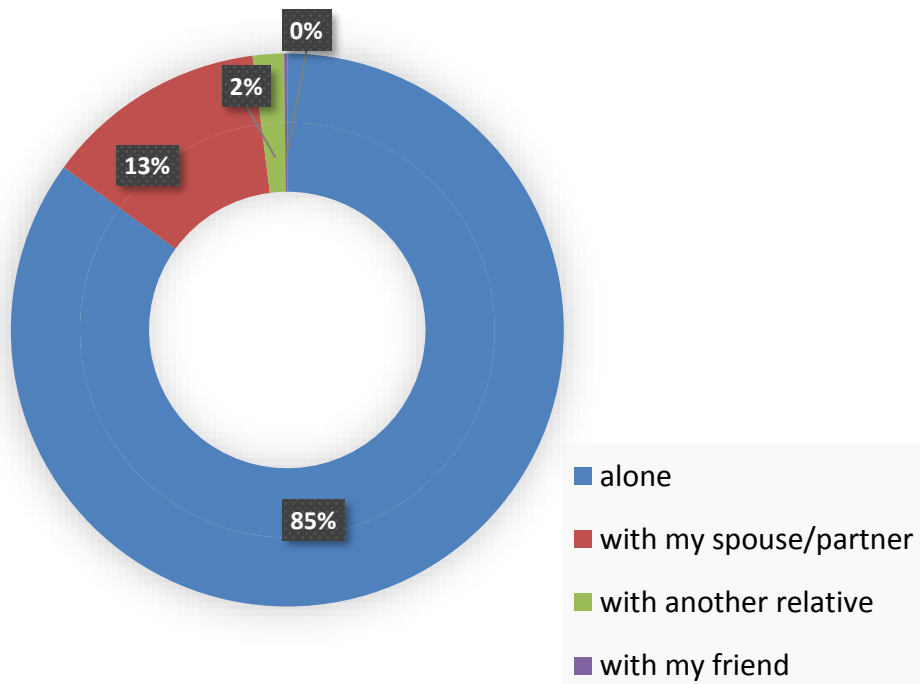
Company No. 158165
Scottish Charity No. 24843

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.

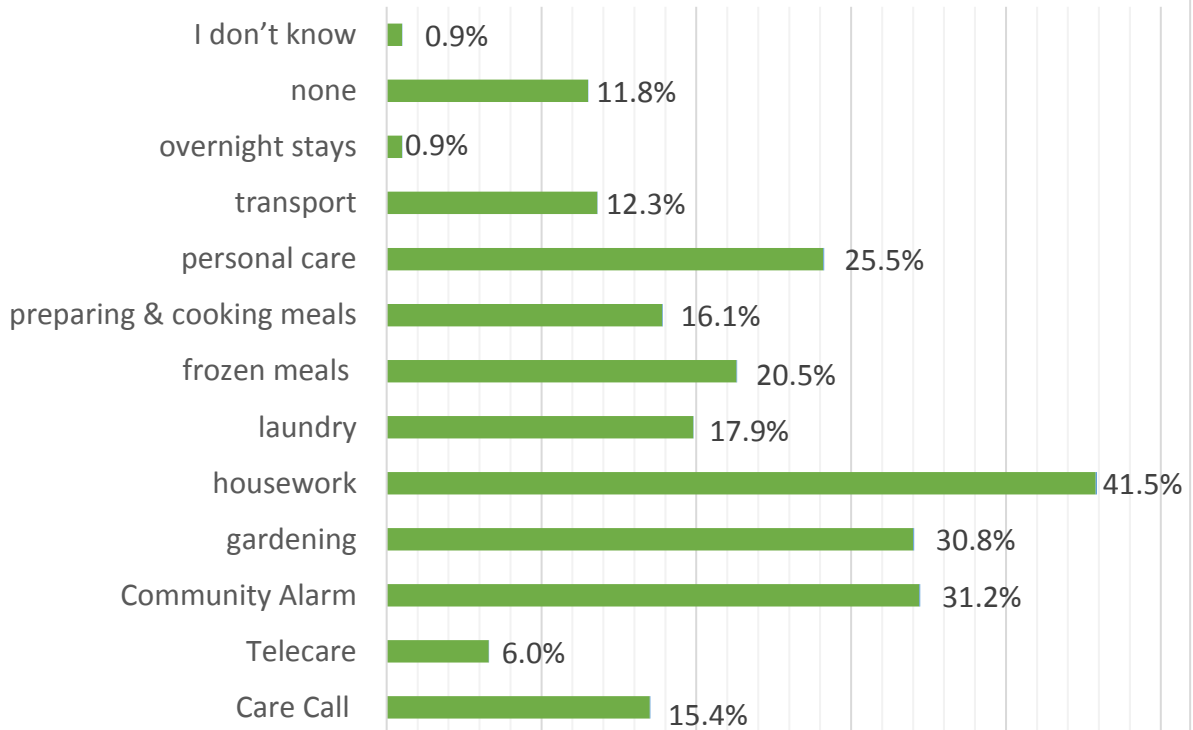
Each summer, over a specified time frame, our volunteers aim to hand-deliver an annual survey to as many registered and active members as possible in their local area. Some members however may not receive a questionnaire as they might be temporarily in hospital, in respite, be infrequent users of the service at that time or may not have the capacity to complete it independently. This year 1,519 surveys were distributed and 552 were returned (36%). In most surveys returned, the majority of questions had been answered. The survey covers all our services currently being offered including Shopping, Meal Makers, EXTRA, FRIENDS and Library.



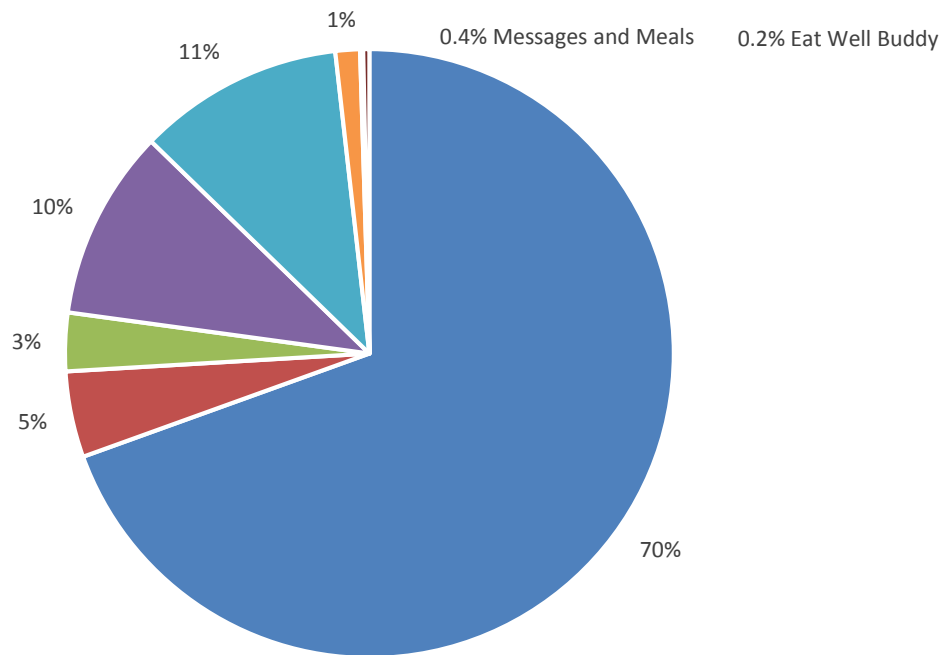
How do you live?



About other care & support you receive?

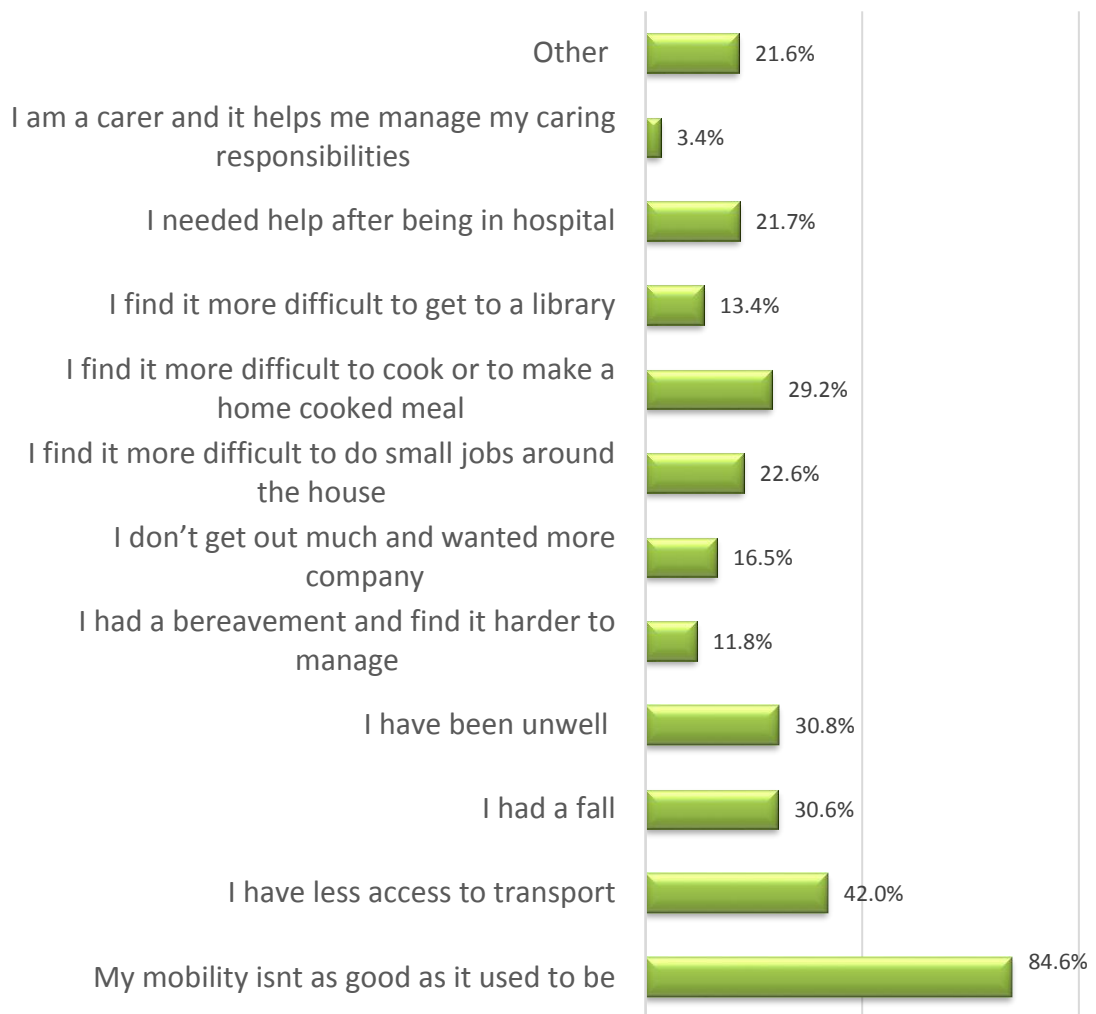


Which of our services do you use?



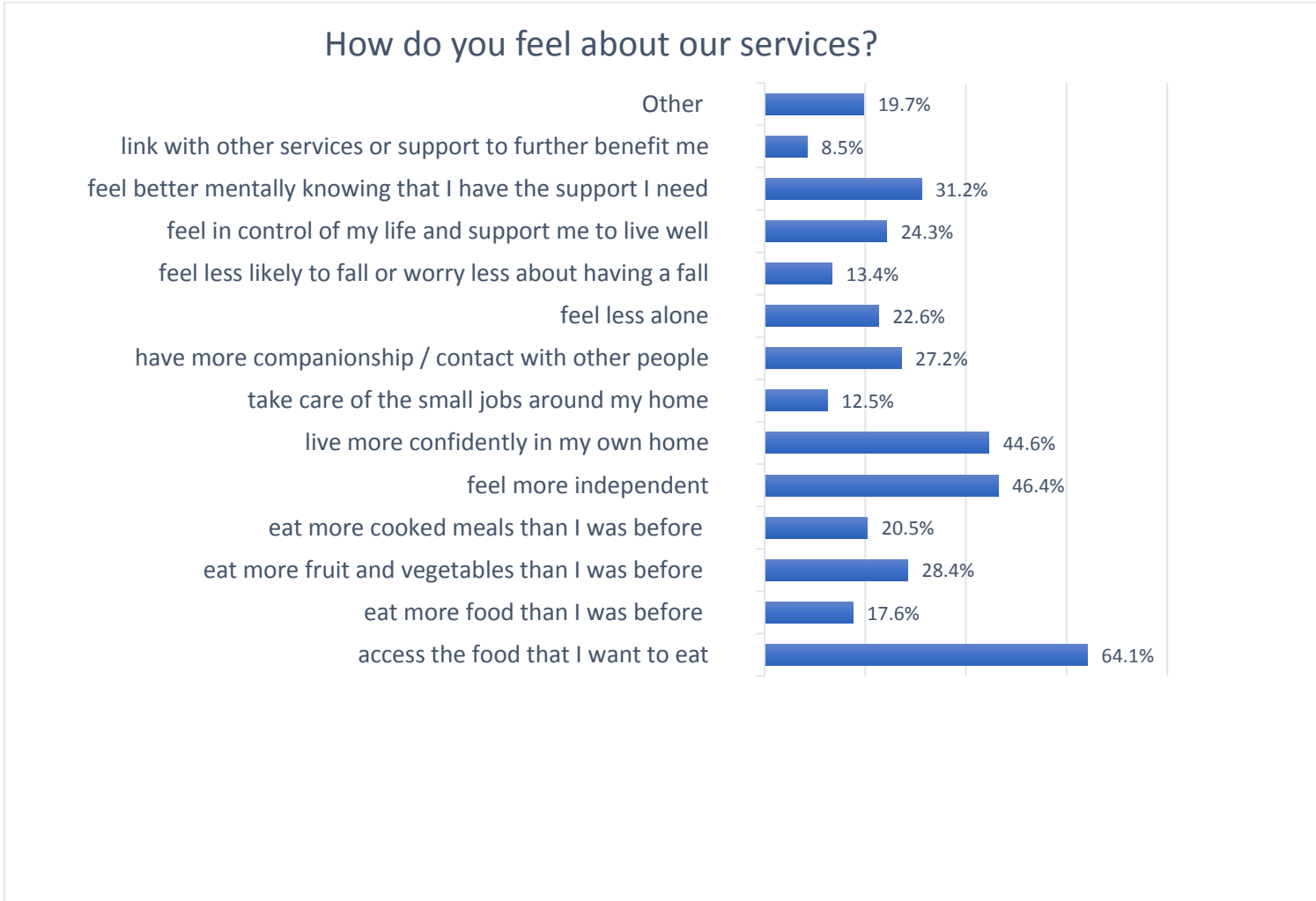
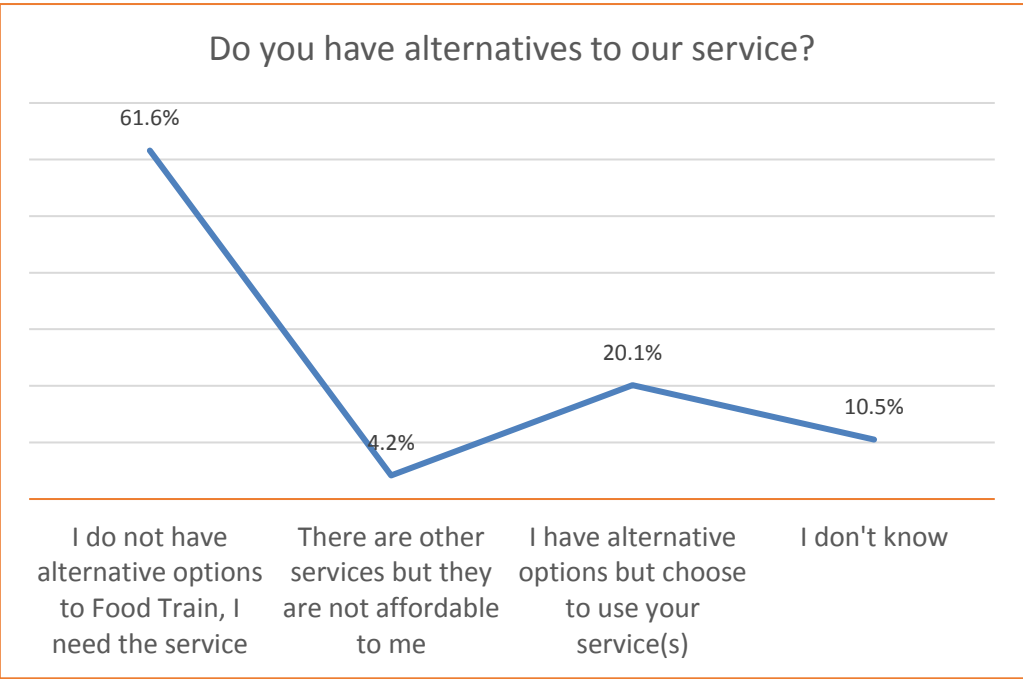
- SHOPPING delivery service
- LIBRARY service
- MEAL MAKERS meal sharing service
- Eat Well Buddy (WL only)
- EXTRA home support
- FRIENDS befriending service
- Eat Well Age Well
- Messages and Meals (Scot Borders only)

Your reasons for using our service(s)?



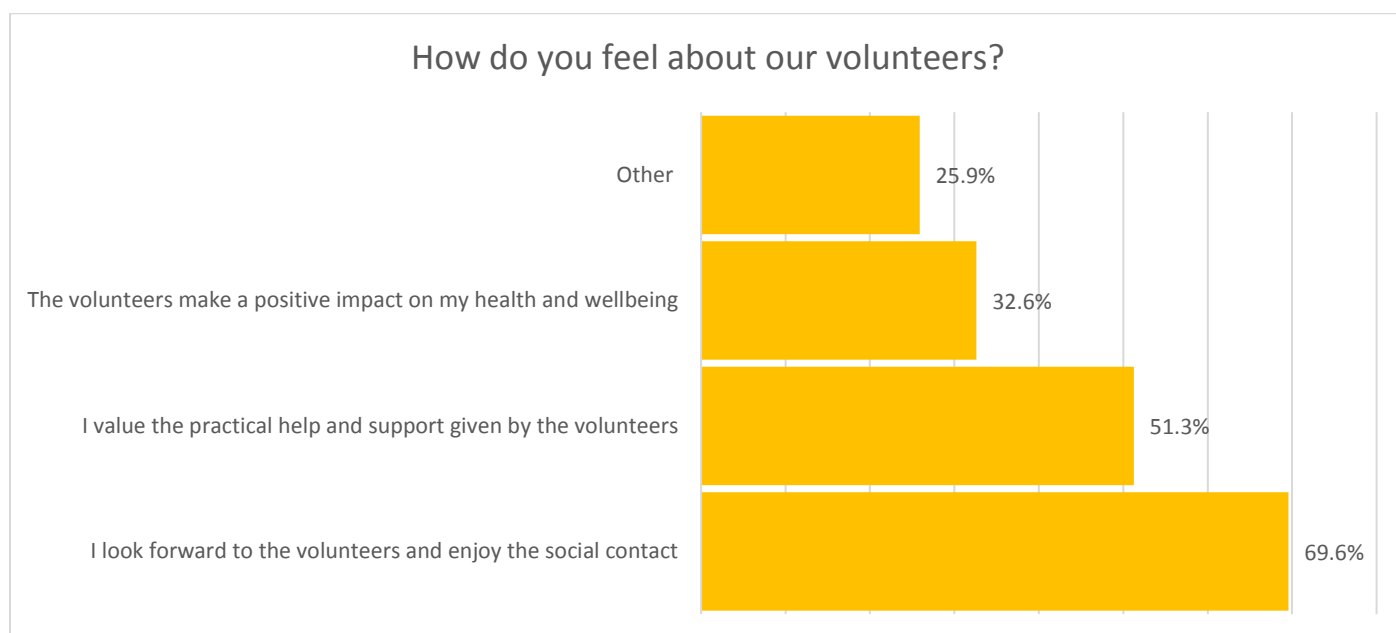
A SELECTION OF ADDITIONAL COMMENTS MADE BY MEMBERS

- ◆ Social contact; I have to use a wheelchair & seldom leave the flat
- ◆ I no longer drive myself; Registered blind, unable to identify items in shops; Unable to carry shopping upstairs to my first floor flat
- ◆ With your help I am able to stay in my own home; I need the company at times; To help me survive; House bound; Human contact
- ◆ It gives me some independence
- ◆ I have no immediate family so Food Train is a 'godsend' to me
- ◆ I can't remember how to cook; My balance is not good and find it hard to do day to day tasks; I don't have the incentive to cook for myself now; I am no longer able to walk outside my home on my own



A SELECTION OF ADDITIONAL COMMENTS MADE BY MEMBERS

- ◆ I am housebound so I need to get someone to do my shopping; It gets me out with other people once a month and a change of scenery
- ◆ I worried to the point of a breakdown. I felt so alone and vulnerable; I like the conversation and cheery tone of volunteers
- ◆ Your service is invaluable to me because it gives me independence and frees me from burdening friends
- ◆ I really need Food Train, I can't go out shopping after having 3 strokes;
- ◆ It makes you feel part of the community, all staff so friendly and helpful they all go that extra mile to help, super service
- ◆ Nice to get fresh fruit and veg instead of processed stuff
- ◆ It is nice to make a new friend, I benefit from company having a nice meal as I often feel lonely;



A SELECTION OF ADDITIONAL COMMENTS MADE BY MEMBERS

- ✓ I enjoy talking to them on many subjects
- ✓ They are invaluable support in every way as I am housebound
- ✓ Volunteers have made a difference in our lives
- ✓ Unfailingly good natured, cheerful and efficient
- ✓ They cheer up a very long day when housebound
- ✓ I couldn't imagine being without my Meal Maker, I really enjoy the meals I get
- ✓ The practical help and support they give regularly is much appreciated - e.g. helping to open stiff bottle caps; They are a real tonic!
- ✓ Very satisfied - they are my band of gold

SOME OTHER THINGS MEMBERS SUGGESTED THEY WOULD LIKE HELP WITH

- Household: Recommended Trades persons for repairs and servicing / Handy persons for odd jobs around the house / General housework, domestic cleaning and rubbish removal / posting letters
- Garden: Grass cutting / General gardening / Tidying garden
- Transport: Assisted non-food shopping trips / Transport to hospital appointments / Taxis for wheelchairs / Escorted food shopping trips
- Services: Access to more services in more areas / Shopping twice a week
- Social Contact: Daily contact by text or telephone to check in / Support to go out for short walks / Trips out in the car / More company, befrienders, Friends at home visits, outings / 2 befriending visits instead of 1 / More people to talk to / Company in the evenings
- Care: Help with dressing in the morning / Bereavement counselling / Contingency support when family on holiday
- Food: Ready-made meals / Help to eat more / More Meal Makers cooks / Meal Makers meals twice a week

SOME IMPROVEMENTS MEMBERS WOULD LIKE TO SEE IN OUR SERVICES

- Shopping: List of supermarket products / List of seasonal products / Better Use-By dates / Extra telephone line to place orders / Option to shop at Aldi or Lidl / Payment options for family or POA / Small bags of vegetables - for one
- Friends: More trips to the cinema, shows and pantos (even at cost) / Reduce cost of outings / Disappointed outings have been reduced / Visit from Food Train whilst waiting for a befriender / Reduce waiting times to be matched with a volunteer
- Library: Home library service or newspaper for sale / Contact number to order books during illness
- Meal Makers: How do I find out more about this service / Meals twice a week / Reduce waiting time to be paired with a cook / Include Fife in Newsletter / An additional cook, even occasionally
- Volunteers; All very friendly but rushing / Would like them to stay longer / Some need more training / think of ways to improve communication
- Staff / Office: Don't keep sending the Customer Survey every year / Don't go above the £5 delivery charge

2019 FULL SURVEY RESULTS CAN BE FOUND ON PAGES 9, 10, 11, 12, AND 13.

2019 FULL SURVEY RESULTS

	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
Questionnaires distributed	520	137	118	145	162	110	52	275	1519	
Questionnaires returned	194	45	52	62	58	39	27	75	552	36%
About You?	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
I am MALE	44	13	10	16	12	10	5	23	133	24.1%
I am FEMALE	153	31	44	46	45	29	22	52	422	76.4%
I prefer not to say	0	0	0	0	1		0	0	1	0.2%
What age are you?	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
50-64	3	2	4	0		1	1	8	19	3.4%
65-74	12	7	6	13	8	5	5	16	72	13.0%
75-84	76	21	19	27	21	14	10	20	208	37.7%
85-94	97	13	21	21	23	16	10	26	227	41.1%
95 +	8	1	2	0	5	2	1	5	24	4.3%
I prefer not to say	0	0	0	1			0	0	1	0.2%
How do you live?	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
alone	165	35	38	53	51	33	22	68	465	84.2%
with my spouse/partner	25	8	13	8	2	5	4	6	71	12.9%
with another relative	6	1		0	1	1	1	0	10	1.8%
with my friend	0	0	1	0			0	0	1	0.2%
About any other care and support you receive? Tick all that apply										
	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
Care Call		25	36	0	4	4	3	13	85	15.4%
Telecare	12	9	2	0	4	2	0	4	33	6.0%
Community Alarm	12	12	7	50	18	28	5	40	172	31.2%
gardening	88	11	17	19	7	12	3	13	170	30.8%
housework	90	15	21	26	20	17	4	36	229	41.5%
laundry	31	11	9	19	5	7	3	14	99	17.9%
frozen meals	40	8	13	18	5	9	9	11	113	20.5%
preparing & cooking meals	37	11	5	8	6	1	1	20	89	16.1%
personal care	44	10	14	21	11	10	12	19	141	25.5%
transport	27	8	5	8	6	3	3	8	68	12.3%
overnight stays	0	2	0	1	0		0	2	5	0.9%
none	20	3	5	7	11	5	3	11	65	11.8%
I don't know	2	1	0	0	0		0	2	5	0.9%

Which of our services do you use? Tick all that apply										
	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
SHOPPING delivery service	156	34	51	57	53	39	27	9	426	77.2%
EXTRA home support	18	5	0	0	2		0	3	28	5.1%
LIBRARY service	0	16	0	0	1		0	2	19	3.4%
FRIENDS befriending service	40	3	0	12	3		0	4	62	11.2%
MEAL MAKERS meal sharing service	3	2	0	0	2	3	0	57	67	12.1%
Eat Well Age Well	0	3	1	0	3	1	0	0	8	1.4%
Eat Well Buddy (WL only)	0	1	0	0	0		0	0	1	0.2%
Messages and Meals (SB only)	0	0	0	0	0		2	0	2	0.4%
How long have you been using our service(s)?										
	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
0-1 years	41	18	10	11	15	11	15	35	156	28.3%
1-5 years	95	16	31	40	38	22	10	28	280	50.7%
5-10 years	40	5	8	8	4	4	0	2	71	12.9%
10+ years	10	1	0	0	0		1	0	12	2.2%
I don't know	2	0	2	0	1		1	6	12	2.2%
What are your reasons for using our service(s)? Tick all that apply										
	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
My mobility isn't as good as it used to be	173	38	46	53	52	37	13	55	467	84.6%
I have less access to transport	90	24	30	26	16	15	12	19	232	42.0%
I had a fall	53	15	16	24	27	13	3	18	169	30.6%
I have been unwell	49	18	14	22	21	14	9	23	170	30.8%
I had a bereavement and find it harder to manage	25	6	6	4	3	4	5	12	65	11.8%
I don't get out much and wanted more company	36	8	3	6	5	2	5	26	91	16.5%
I find it more difficult to do small jobs	57	12	10	17	13	9	7	0	125	22.6%

around the house										
I find it more difficult to cook or to make a home cooked meal	43	15	11	17	11	5	13	46	161	29.2%
I find it more difficult to get to a library	19	20	7	9	3	3	0	13	74	13.4%
I needed help after being in hospital	41	9	15	9	16	14	5	11	120	21.7%
I am a carer and it helps me manage my caring responsibilities	6	3	3	2	0	2	0	3	19	3.4%
Other	58	16	15	10		9	0	11	119	21.6%

How did you become aware of our service(s)? Tick all that apply to you

	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
friend or neighbour	61	5	17	17	9	9	3	9	130	23.6%
family member	27	4	9	10	7	3	2	9	71	12.9%
Nurse, Doctor or other NHS	28	6	8	7	14	11	8	9	91	16.5%
Housing Association	16	3	1	6	6		3	9	44	8.0%
Social Worker or other social care professional	47	20	12	21	15	8	10	20	153	27.7%
Newspaper, magazine or radio	6	2	3	2	0	2	0	4	19	3.4%
Poster, Noticeboard, Talk	23	2	0	2	2		5	3	37	6.7%
Group / Organisation	8	0	1	0	2	2	5	10	28	5.1%
Other	23	8	1	1		3	0	2	38	6.9%

Do you have alternatives to our service(s)?

	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
I do not have alternative options to Food Train, I need the service	124	28	31	42	47	28	12	28	340	61.6%

There are other services but they are not affordable to me	4	1	2	2	5	3	2	4	23	4.2%
I have alternative options but choose to use your service(s)	41	3	12	15	5	7	15	13	111	20.1%
I don't know	9	9	5	4	5	3	2	21	58	10.5%

How do you feel about our services? Tick all that apply

	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
access the food that I want to eat	129	24	38	45	45	31	10	32	354	64.1%
eat more food than I was before	20	9	6	8	13	3	14	24	97	17.6%
eat more fruit and vegetables than I was before	57	9	17	14	20	8	12	20	157	28.4%
eat more cooked meals than I was before	32	8	9	8	9	2	13	32	113	20.5%
feel more independent	97	17	32	35	28	22	10	15	256	46.4%
live more confidently in my own home	88	22	32	30	32	16	8	18	246	44.6%
take care of the small jobs around my home	31	11	6	8	6	4	2	1	69	12.5%
have more companionship / contact with other people	46	19	15	10	10	11	5	34	150	27.2%
feel less alone	42	13	10	11	11	4	7	27	125	22.6%
feel less likely to fall or worry less about having a fall	32	6	4	12	9	6	0	5	74	13.4%
feel in control of my life and support me to live well	61	12	16	10	13	9	3	10	134	24.3%
feel better mentally knowing that I	68	17	15	18	17	12	9	16	172	31.2%

have the support I need										
link with other services or support to further benefit me	16	9	5	6	5	3	0	3	47	8.5%
Other	57	13	14	5		10		10	109	19.7%

On a scale of 1-5 (5 being very satisfied) how satisfied are you with Food Train

	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
1	0	1	0	0		1	0	4	6	1.1%
2	4	0	0	0		2	0	1	7	1.3%
3	8	2	2	2	2		0	4	20	3.6%
4	37	5	9	16	7	6	2	11	93	16.8%
5	134	33	41	41	46	28	25	48	396	71.7%

How do you feel about our volunteers? **Tick all that apply**

	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
I look forward to the volunteers and enjoy the social contact	132	32	38	38	41	26	19	58	384	69.6%
I value the practical help and support given by the volunteers	100	24	24	37	33	24	15	26	283	51.3%
The volunteers make a positive impact on my health and wellbeing	67	15	15	20	14	11	13	25	180	32.6%
Other	67	18	20	10		16		12	143	25.9%

Do you need or would you like any other type of support service from Food Train?

	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
	48	6	8	1		7		7	77	13.9%

Do you have any comments or suggestions on how to improve the services you currently receive from Food Train?

	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	TOTAL	%
	57	4	16	4		7			88	15.9%

Scottish Charity No: 24843

Scottish Company No: 158165

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www.thefoodtrain.co.uk

www.mealmakers.org.uk

www.eatwellagewell.org.uk

