

Annual Report 2017

Company No. 158165

Scottish Charity No. 24843

www.thefoodtrain.co.uk



Chair's Report



“I am overwhelmed by the level of dedication shown year on year by Food Train volunteers and staff”.

**Frances Campbell
Chairperson**

The Annual Report shows how we have, again, had a very busy year at Food Train and I have many people to thank.

The facts and figures show us growing in areas, in member numbers, volunteer numbers and funds. These are dry stats that do not necessarily show the day to day impact Food Train has. A shopping delivery is not just a few essentials; it is about personal choice and independence. It is about engaging with our friendly volunteers and capable staff, for many of our members it is a lifeline that we are very happy to provide. Food Train Friends have been all over the place – there is no end to their activities – bowling, shopping, garden centres, all sorts. Food Train Extra continues to provide essential support to independent living, our Library Service keeps members enjoying reading, while Meal Makers goes from strength to strength creating matches and friendship through food across the country.

We are able to provide our services because of lots of hard work and generosity. Our staff go “above and beyond” – being both creative and professional in their work. It is never dull working for Food Train and they show an amazing commitment to our members.

This report shows a staggering amount of volunteer hours in the provision of all our services. I know from speaking to our volunteers, and indeed being one myself, that we all enjoy our volunteering and get a great deal from it but I want to specifically recognise the work of the volunteers and thank them for their efforts. We simply could not do what we do without you.

The Board have also worked hard this year. We continue to protect our core values in the provision of the services and we never know what is going to come next. I must thank my fellow board members for giving of their time, expertise and enthusiasm. We welcomed 2 new members to the Board in the last year – Madhi Hasan and Tom Wolstenholme. We will sadly be losing Claire Brown, Veronica Harper and Sharon Glendinning who are standing down and I would like to thank them for their contribution over the years.

The generosity comes not just from the volunteers who give of their time but from those who give us money, in the form of donations, grants and funding. So I must thank all those who have given to the Food Train this year.

So another busy year past and I have no doubt another busy year to come.

2017 Highlights

**£86,612
fundraised
and donated**

Throughout the year, our staff and volunteers work hard to keep Food Train fit for purpose, and ready for the future. Below is a little snapshot of the year.

#laughter



#kindness



#caring



#helping



#connecting



#friends



- ✓ **New Food Train opening in Scottish Borders (Galashiels) offering Shopping and Meal Makers**
- ✓ **First befriending trips out and home visits in our Glasgow Branch**
- ✓ **2 delivery vans and 1 minibus added to our fleet across Scotland**
- ✓ **Funding from John Ellerman Foundation to explore options and potential to develop Food Train shopping service in England & Wales**
- ✓ **Summer calendar of VIP visits in all our branches**
- ✓ **Staff and volunteers trained in social research, and producing our own report '21 Years of Conversations with Older People in Scotland'**
- ✓ **7,783 followers across our Facebook and Twitter pages**
- ✓ **22nd Birthday celebrated with staff and volunteers walking the distance across all Food Train branches and raising funds at the same time**

Service Delivery Overview

The chart below highlights the tremendous volume of support activities carried out by our volunteers throughout the year, giving practical support to our members. Not all services are available in all areas, so we endeavour to give members information about other services and support available locally. Last year we introduced a Safe and Independent Living Sheet to our welcome packs, listing as many helpful local numbers we can find, which has been well received.

It was interesting to note in this year's survey that 4% of members use our services to help manage their caring responsibilities, good to know we are making carers lives a bit easier too.

What the chart doesn't show is all the other jobs our volunteers help with; making sure the vans and minibuses are fuelled and checked, boxes are washed out, re-routing delivery runs better, helping staff in the office at peak times, along with taking part in local fundraising events, helping at promotional stalls and talks and distributing the kind gifts we get for members from time to time — they really are a very talented bunch. Volunteers, we salute you!



Chief Executive's Report

It has been another exceptionally busy, exciting and productive year for us all at Food Train. We have experienced growth across all our services (see graphic on previous page) and maintained most of our public sector funding alongside new independent funding to help us provide 5 high quality services.

This year we are delighted to be opening a new branch of Food Train in Scottish Borders (Galashiels) this Autumn, offering shopping and Meal Makers to older people there. Our Glasgow branch added befriending this year and are working towards adding the EXTRA service too. West Lothian branch has developed befriending within their library service and Dumfries & Galloway's befriending service is now fully available right across the region. Meal Makers cooks provided thousands of meals to their older neighbours and two of our branches hosted successful Community Jobs Scotland employment placements to young people. Five of our branches moved office this year, all in a bid to keep local running costs low and ensuring we can use fundraising and donated income towards updating some of our delivery vans each year. A small snapshot of some of the things we've been doing this year.

The announcement of £1.2million from Big Lottery Fund for 3.5 years to lead a Scotland wide project aimed at reducing malnutrition among older people, is a tremendous step forward for us and will help develop greater public awareness of our charity and the support we aim to provide older people living at home.

The biggest contributing factor to our continued success is the people who work with us. We are so lucky to have so many wonderful hard working volunteers delivering our services across local communities with kindness and compassion at the heart of all they do. Our local staff teams may be small but they work extremely hard to keep all our activities looking, and feeling, local to each area. I am so thankful to each and every person who works so hard to keep Food Train on track. We know from our member survey that people connecting with people lies at the heart of Food Train's successful journey.

“The success of Food Train is all down to the dedication of our amazing volunteers and staff.”

Michelle Carruthers MBE
Chief Executive



Financial Overview



Food Train's main source of funding derives from contracts and earned income from service charges paid by members. Income is further enhanced by a variety of project specific grants and funds from external trusts and foundations, such as Big Lottery, Esmee Fairbairn Foundation, Tudor Trust, Rank Foundation, Robertson Trust and John Ellerman Foundation, to name a few. Throughout 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 many local garages who help us keep our vans and minibuses running. Food Train wish to extend their sincerest gratitude to everyone who helped so generously and kindly during the year.

	2017	2016
Total Income	1,520,820	1,298,599
Total Expenditure	1,393,185	1,250,281
Total Members Funds	490,220	362,585
Surplus (Deficit)	127,635	48,318
Designated Reserve	161,304	162,141
Restricted Reserve	138,960	88,311
General Reserve	189,956	89,330
Income Analysis		
Grant Income	568,739	432,691
Earned Income	865,469	773,723
Donations & Fundraising	86,612	92,185
Expenditure Analysis		
Staff Costs	902,102	781,306
Vehicle Costs incl depreciation	143,378	139,811
Premises Costs	99,547	101,757
Volunteer Costs	51,687	60,753
Running Costs	196,471	166,654

Member Survey Snapshot



Our member survey takes place over 2 weeks each summer. This year surveys were completed full or in part by 653 members.

16% aged 50-74
38% aged 75-84
40% aged 85-94
3% aged 95+

79% Live alone
11% Live with partner
3% Live with relative

24% Male
76% Female

28% using services less than one year
57% using services between 1 and 5 years
10% using services for more than 5 years

31% use our services after a fall
27% after hospital stay
44% due to lack of transport
12% due to bereavement

46% have no alternative service

66% look forward to volunteer visits

44% referred by Health or Social Care Staff

40% referred by neighbour, family, friends

21% have no other care and support

20% eat more food than before Food Train
26% eat more fruit & veg than before
20% eat more cooked meals than before

27% feel less alone
53% can now access the food they want to eat
48% feel more independent
41% more confident living at home

People Power



People are our greatest asset at Food Train so we aim to provide a great volunteering experience and good working environment for everyone. As well as our staff and volunteers, there are many more people involved with Food Train, from our retail partners and their checkout teams, to the library staff who get the books ready and the venue staff who help us plan our befriending trips; everyone plays a vital role in helping us to help our members and we are grateful to them all.



MP Gavin Newlands helping volunteers with shopping and deliveries in Paisley



Sainsbury Staff from Irvine kindly donated Easter cakes, hot cross buns and Cream Eggs to local customers



£200 donated by the ASDA Foundation to our West Lothian Manager Jenny White

THANK YOU TO ALL OUR HELPERS, FRIENDS & SUPPORTERS

You can contact us at any of our locations below:

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, Stirling Enterprise Park, Stirling, FK7 7RP—Tel: 01786 450536

Suite 17, The Circle, Staff Place, Dundee, DD2 3SX—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

Garden Wing, Elliot House, Kilwinning Road, Irvine, KA12 8TG—Tel: 01294 271025

Suite B, First Floor, 11 Market Street, Galashiels, TD1 3AD—Tel: 01896 751750

Suite 2/6A, Brook Street, Studio, 60 Brook Street, Glasgow, G40 2AB

Tel: 0141 551 8118 www.mealmakers.org.uk