



2018 Annual Report



Supporting older people at home

Company No. 158165
Scottish Charity No. 24843



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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



“we can't do this without the practical and financial support of many”

Frances Campbell
Chairperson

Another year to report on in the busy life of Food Train. I have commented before that life in Food Train is never dull and this year has been no exception. We have operated over 8 areas in Scotland providing our suite of services to our members in the year to 31 March 2018. We have promoted and developed our meal sharing service and we have embarked on our research project Eat Well Age Well. Our members, and their families, continue to engage with us and support us through their membership, we thank them for their feedback, their generosity and their promotion of the charity.

The Annual Report has all the hard figures but it is always worth highlighting some of them – 145,000 hours of total volunteer time, more than 44,000 shopping deliveries, 10,000 befriending contacts, 4000 meals shared. These figures are impressive as collective stats and are a wonderful example of the differences we can make in the lives of others when you join all our small efforts together. I would also like to thank my fellow volunteer Directors who give of their time and expertise to keep us focussed on our strategic path. So a huge thank you to our volunteers for all they give and do.

We tread a sometimes tricky path in the current difficult world of providing a consistent and reliable service wherever in the country and whichever service, at the same time as being a nimble and innovative organisation. This would not be possible without our hardworking staff and our thanks to them is also recorded.

Funding in the current climate is not easy and a great deal of work goes into maintaining relationships with the funding bodies. We have to thank the Health & Social Care Partnerships, Local Authorities, Big Lottery, NHS, Scottish Government, Rank Foundation, Robertson Trust, Tudor Trust, John Ellerman and Headley Trusts for their support. Also, all of our other supporters, large and small who have contributed to our finances.

We should be proud of what we have achieved over the last year and can look forward to the new year to come.



A year in review



2600+ members supported during the year



1,200+ volunteers active during the year



44,362 grocery deliveries
846 household support jobs
4,075 meals shared
422 library deliveries



145,000 hours given
103,888 contacts with members



173 trips and clubs
3,751 home visits
5,897 befriending calls



58 long service awards presented to volunteers

Members

The infographic above shows the scope and scale of support provided by Food Train volunteers across local communities, supporting our members to eat well, live well and age well.

Volunteers

Our hard working volunteers are busy all year round in the grocery stores, on the delivery vans, in the offices, in their own kitchens, in our members homes, at events and outings, making sure our members have reliable and quality support.

Partners

During the year we worked alongside 7 Health & Social Care Partnerships and helped them to achieve successful outcomes for local older people in Dumfries & Galloway, West Lothian, Stirling, Dundee, Glasgow, Renfrewshire and Scottish Borders. Sadly for our members in North Ayrshire, the partnership withdrew their funding support. Despite demonstrating the value of our service, a petition and great local support we were forced to close the branch as new funding couldn't be found.

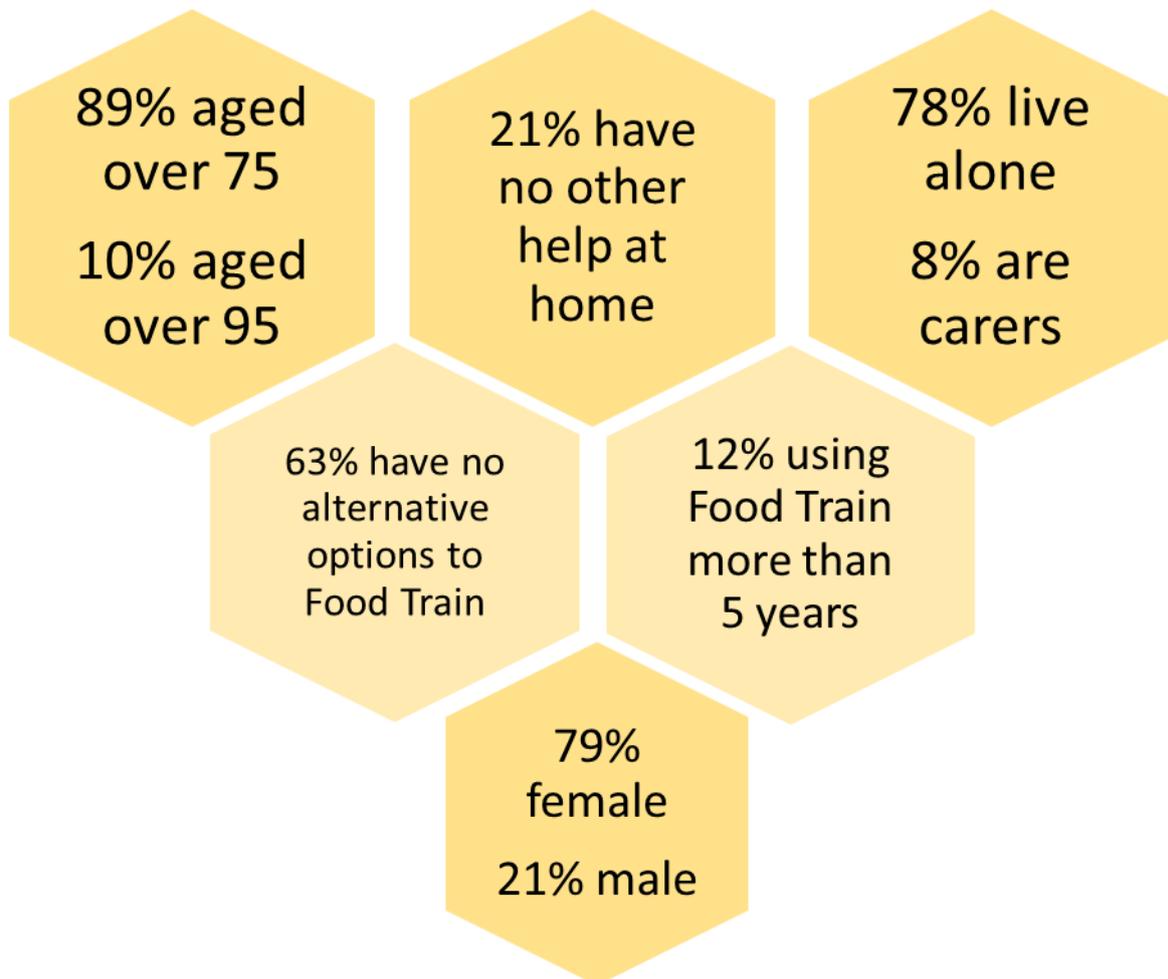
New Project

Thanks to new funding from the Big Lottery Fund, we have established Eat Well Age Well; a project aimed at developing and delivering research and new ideas to help reduce the number of older Scots at risk of, or experiencing malnutrition.



Member Feedback

The information below is snapshot from our annual member survey.
545 surveys (38% return) were completed.



Why did you starting using Food Train services?

Hospital stay 21%, fall 29%, difficulty cooking 21%, lonely 13%
transport problems 39%, bereavement 10%, help with caring 8%

How do you feel about Food Train Services?

Help me to access the food I want to eat 58%
Help me to feel more independent 50%
Help me feel less alone and have more contact with other people 45%
Help me to feel in control of my life and support me to live well 24%
Help me to eat more than I was before 14%
Help me to worry less about falling 12%
Help me to take care of jobs about my home 9%

How do you feel about Food Train Volunteers?

I look forward to seeing them and enjoy the added social contact 76%
I value the practical help and support given by the volunteers 51%
The volunteers make a positive impact on my health & wellbeing 31%



Financial Overview

	2017	2018
Total Income	1,520,820	1,764,667
Total Expenditure	1,393,185	1,532,210
Total Members Funds	490,220	722,677
Surplus (Deficit)	127,635	232,457
Designated Reserve	161,304	160,023
Restricted Reserve	138,960	238,997
General Reserve	189,956	323,657
Income Analysis		
Grant Income	568,739	726,843
Earned Income	865,469	904,253
Donations & Fundraising	86,612	133,571
Expenditure Analysis		
Staff Costs	902,102	1,016,535
Vehicle Costs incl depreciation	143,378	163,794
Premises Costs	99,547	105,203
Volunteer Costs	51,687	54,760
Running Costs	196,471	191,918

Food Train's main source of funding derives from contracts and earned income from service charges paid by members. Income is enhanced by a variety of grants and funds from external trusts and foundations, such as Big Lottery, Players of the People's Postcode Lottery, Esmee Fairbairn Foundation, Tudor Trust, The Rank Foundation, Robertson Trust and John Ellerman 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 who help us keep our vans and minibuses running. Thank you to everyone for their kind and generous support.

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

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

Suite B, First Floor, 11 Market Street, Galashiels, TD1 3AD—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

www.mealmakers.org.uk

www.eatwellagewell.org.uk

