



## Shoppers Express

Summer 2017

Welcome to all our members, volunteers and friends across Scotland. We hope you enjoy the Summer edition of *Shoppers Express* and all the latest news from Food Train.

### Summer in Scotland

Only in Scotland can you experience four seasons in one day! It is officially Summer, and we've had good days and bad days! We're hoping for more of the former and less of the latter. A fleecy blanket kept beside your chair is handy for those days when it is too mild for the heating but you're feeling a little bit chilly. When your legs and feet are warm your body soon heats up. When you're older it is especially important to pay attention to hydration. Aging impairs the body's natural thirst mechanisms, which makes it easier to become dehydrated. Fill a water bottle and keep it to hand, and stock your freezer with some good old ice lollies – very refreshing on hot days.



Gas distribution company SGN is offering a free safety device to help keep vulnerable people gas safe in their own homes. Its award-winning locking cooker valve helps people at risk retain their independence at home.



The simple safety device is fitted to existing gas cooker pipework.

When the valve is locked, the gas supply to the cooker is stopped. This eliminates the risk of the cooker being unintentionally turned on or left on, and gives peace of mind to the carer or relative that the cooker can't be used when they leave the house or the room. The carer or relative can easily turn the valve on using the key when the cooker is required, enabling the vulnerable person to continue to use their gas cooker safely.

SGN will fit the device free of charge to vulnerable people in Scotland. To find out more or make a referral, visit [sgn.co.uk](http://sgn.co.uk) or call **0800 975 1818**.



# Hello everyone

Welcome to our Summer 2017 newsletter packed with news and information.

Life at Food Train is busy as always. Our local teams are working hard to keep volunteer numbers high and raising awareness in local communities to reach out to older people who may need us. Late springtime brings funding negotiations every year and this time we are beginning to feel the pressure locally and nationally to reassure our funding partners that we still offer excellent services that are great value to our members and funders too.

To keep moving with the times we must develop the data we gather and improve how we present the impact of Food Train. Members will be getting their annual survey soon and if you could spare 10 minutes to fill it in then we can use the results to show the impact of our services on our member's day to day lives. We've updated the survey so we hope members will find it easy to complete and we'd be grateful if you did.

Staff are working hard at integrating as many of our services as possible in each area, so we can provide a whole range of help to members across Scotland. Our Meal Makers work will be integrated into all local activities in the coming months and we hope the success of our befriending and handyman projects can be spread wider too.

Each year we depend on donations and fundraising to keep upgrading our ageing fleet of vans and minibuses as well as improving all our services. Last year a whopping £59,060.41 was donated by individuals and groups. The small change donated from members' shopping alone raised an amazing £3,620.51. It may be coppers and silver to you but it represents being able to keep a van on the road, so I'd like to say a massive big **THANK YOU** to everyone, every penny really does count here!

That's all for now, keep safe, keep well and have a lovely summer.

Best wishes,

*Michelle*

Michelle Carruthers MBE  
Chief Executive

MEAL  
MAKERS





# Spotlight on...West Lothian

**Jenny White** is our West Lothian Regional Manager, having joined us in September 2015. Jenny manages 3 services in West Lothian and a growing team of 84 volunteers. She previously worked for 2 years as Visitor Centre Manager at HMP Addiewell, supporting the families of prisoners. Prior to that Jenny was Befriending Manager (Scotland) then Head of Befriending and Mentoring for the National Autistic Society, managing various different befriending/mentoring schemes across the UK.

You'll find The Corrs, Mariah Carey, Celine Dion and anything from the 1980s on Jenny's playlist, and crime is her favourite genre of books.

Her hobbies include gardening, painting and sketching. Jenny's favourite meal is a Sunday roast – *'it reminds me of happy days at my grandparents'*.

We asked Jenny what she enjoyed most about working at Food Train. And her reply? *'Going home at the end of the day! No seriously, meeting the customers and volunteers, it makes it a special place to work'*.

**Andrew (Drew) Mossman** has volunteered with Food Train West Lothian for over 4 years. He originally volunteered on a Thursday covering Bathgate and



Linlithgow. Two years ago, after a short time off, Drew changed to volunteering on a Tuesday covering Bathgate and Armadale.

Drew loves a bit of Classical music. His favourite author is Clive Cussler, and he passes his time gardening and cycling. Drew enjoys Italian food, and his motto is to always look on the bright side of life! What does Drew enjoy most about volunteering at Food Train? *'Meeting the customers and working with the staff!'*

## Happy 22nd Birthday Food Train

Food Train turned 22 on 29th June! Time really does fly when you're having fun! And boy have we had a lot of fun over the last 22 years. We've shared many laughs, many tears, and have many stories to tell. From tiny acorns mighty oak trees grow, and at the ripe old age of 22, we have:

2,516 members; 1,115 volunteers; 35 vans & 5 mini buses

In the last year alone we've made 41,466 grocery deliveries and 5,741 meal shares. Plus many hours of befriending, EXTRA tasks and library resources shared. Well done to all our teams across Scotland. That deserves some birthday cake. But many of us passed on the sweet treats and took to our feet...



## Walk a mile (or 457.5 miles) in our shoes

To celebrate our 22nd year and to embrace the journey of Food Train, new digital technology and Healthy Working Lives, we thought we would encompass all three by doing a 'digital walk' (Techathlon) round the branches. A Techathlon is a digital marathon, where people log their steps to walk a virtual journey from one place to another. It takes on average 2,000 steps to walk a mile and we all know (those of us who have a Fitbit) that you should average 10,000 steps a day which is the equivalent of 5 miles. Some of our volunteers already have Fitbits or equivalent and clock their steps when out volunteering.

It is approximately 457.5 miles around all our branches which equates to 915,000 steps! Staff and volunteers helped us walk the journey by taking part and adding their steps during the week of our birthday. Every step counts!



# Dumfries & Galloway



## Welcome Alan

Food Train would like to welcome our new Stranraer Development Officer, Alan McLachlan, to the D&G team. Alan has been a volunteer driver with the charity

in Stranraer for the past 5 years. Everyone wishes Alan the very best of luck in his new role.

## Happy Retirement to Willie

Stewartry customer Willie Little retired from teaching country dancing at the end of March – at the age of 93. Willie has danced and taught for nearly 70 years. Last year he published a book of dances he has devised, 'The Carlingwark Book of Scottish Country Dances'. Willie is pictured here with volunteer Linda Gordon, a Scottish country dancer who was taught by him in one of the local groups until his retirement.



## A Famous Friend

Film and TV actor Gary Lewis showing his support for Food Train in Kirkcudbright Tesco. Gary showed interest in becoming a befriender but his busy schedule makes it difficult. He is looking forward to coming along to some group outings. Gary is

best known for his roles in Billy Elliot and Outlander and has appeared in numerous TV dramas including Death in Paradise, Silent Witness and Taggart.



## Walk This Way

Well done to the brave souls who battled the wind and rain to do a sponsored walk along the river from Annan to Brydekirk. There was lots of fun and laughs along the way despite the lovely 'summer' weather.



## Guid Nychburris

A great day was had by all at this year's Guid Nychburris event in Dumfries in June. Our Food Train Friends minibus was entered into the parade for the first time – and we won 2nd prize! A big thank you to all the customers and volunteers who took part.



## Happy Birthday Jean

A very special happy birthday to the lovely Jean Wyllie, a customer from Annandale & Eskdale who turned 102 years young in June. Here is Jean pictured on her 102nd birthday with her volunteer befriender, Joyce. Doesn't Jean look amazing? This remarkable lady puts her longevity down to lots of fresh air and walks in the countryside. We enjoyed celebrating with Jean at the Lunch Club in Dryfesdale Church Hall.



If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:  
 Tel: **01387 270800**  
 Email to: **everything@thefoodtrain.co.uk**  
 For Food Train Friends call: **01387 279111**

# West Lothian



A big welcome to our new Administrator Lyn Elliott - a great addition to our team. We moved office in June - a massive thank you to all our volunteers who helped our move go smoothly.



We have been chosen by Co-op in Livingston to be their charity partner for the next 6 months from April until October this year. Regional Manager Jenny also attended an Afternoon Tea Event with two volunteers, Norlene and Lesley, and gave a talk on Food Train in West Lothian while we all enjoyed tea and cakes. Many thanks for the generous donation of £183.



Due to our great fundraising efforts we have been able to purchase a new van and renew the signage on all our existing vans - our fleet is now sparkling!



Congratulations to May McCulloch who turned 100 at the beginning of the year. May said without Food Train "she would not be here". Our volunteers Steve and Alison are pictured with May delivering her shopping, card and flowers on her birthday.

In March John Szwed received his 5 year award. John volunteers for the Library and Extra service. On Friday 23rd June West Lothian Volunteer Network held their 'Volunteer Celebration' at West Lothian College. Several of our volunteers attended and Muriel Thrussell received the certificates on behalf of Food Train volunteers.



If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:

Tel: **01506 413013**

Email: **[westlothian@thefoodtrain.co.uk](mailto:westlothian@thefoodtrain.co.uk)**



# Stirling

Over the last year local Stirling volunteers provided more than 4,200 grocery deliveries to older people at home, made possible by an amazing donation of 15,000 volunteer hours! The demand for our service here in Stirling and the surrounding areas continues to grow and we now visit more than 200 households weekly, fortnightly or intermittently to support our customers as and when they need us. Our service runs 52 weeks of the year, so our customers are never left without food. Lack of access to food can lead to a condition called malnutrition in older people and Food Train are proud to play a part in preventing this amongst our customers in Stirling.

## Introducing Your Local Food Train Team

Say hello to our new administrator Anne-Marie (on right) and Area Co-ordinator Gisele Hall (on left) who joined us since your last newsletter. Next time you call to speak to us, you'll be able to put a face to the name!



## Waitrose now a retail partner in Stirling

We are pleased to announce that Stirling customers of Food Train can now choose to shop in Waitrose as well as Sainsburys or Morrisons. The Waitrose Store Manager and staff team have all been helpful and welcoming to our volunteer shopping team and

provided a 'Welcome Goodie Bag' to all new customers on our launch week in April. If you would like to try Waitrose for your shopping and take advantage of their wonderfully fresh products, then just tell your volunteer when they collect your list on a Monday.

## We're looking for members to join our 100 Club

This is the third year of our fundraising 100 Club. It would be great if you could join us to be in with a chance of winning up to £60 per month as well as contributing to our fundraising efforts to sustain and expand the service in this area. The annual fee is £24 which gives you 12 chances of winning. The

draw takes place on the 29th of each month. Just call us at the office if you want to take part, or ask your volunteers about it when they next visit. Thank you for your support!

## Helping to boost Food Train funds

The Rotary Club of Stirling, The Bridge of Allan & Stirling Round Table and Barclays Bank are all helping us to raise funds to replace one of our older delivery vehicles. A massive thank you from all the staff, volunteers and customers of Food Train Stirling for your support.

## We've Moved!

As part of ongoing efforts to reduce costs, Food Train has moved to a new office within the John Player Building in Stirling. Our new address is 18 John Player Building, Stirling Enterprise Park, Players Road, Stirling FK7 7RP. Our telephone number and email address remains the same!

If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:  
 Tel: **01786 450536**  
 Email: **stirling@thefoodtrain.co.uk**

# Dundee



Well done to our volunteers on receiving their five year service awards at our annual lunch in January.



We were delighted to receive a grant to support us in purchasing new shopping boxes to aid delivery of groceries across the city. These new boxes are sturdier and most importantly can hold a large bottle of milk upright. The grant also helps us purchase new uniforms for our volunteers so they are easily identifiable when coming to deliver your shopping.



We are planning on having a number of fundraising events over the next few months including a car boot sale. If you have a donation you can give us please tell your local volunteers and they will collect them next time they visit. Thank you for your support.

The British Red Cross came in to deliver first aid training for our volunteers. These courses demonstrate useful life skills for anyone who wants to learn first aid, from basic everyday skills to coping with emergencies.

If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:  
Tel: **01382 459202**  
Email to: **dundee@thefoodtrain.co.uk**

Get in touch to book places on our Out and About Programme held on the first Friday of each month.





# Glasgow

## Happy 4th Birthday Team Glasgow

Team Glasgow celebrated their 4th birthday recently with a volunteer get together and all the cake everyone could eat! Over the last 4 years the branch has grown from strength to strength from its humble beginnings and our volunteers are the lifeblood of the service!



## Volunteer News

Volunteer Mahdi had a visit from his big sister, Fatima, in May. Fatima was keen to hear more about Mahdi's volunteering role with us and joined him out on the van to collect orders one Monday. Between them, they have an amazing 154 years of life experience and had a great day sharing some stories with our customers.

## Team Glasgow Facts and Figures

It's been a very busy first half of 2017 for us all in the Glasgow branch. From January to May we made 2799 deliveries to our customers and our volunteers gave us an incredible 6919 hours of their time!

## Food Train Friends

At the end of 2016, Food Train Friends was launched in Glasgow. Friends is a befriending service for older people which can provide telephone befriending, 1-to-1 contact and group outings and activities as agreed upon by our members. It's a great service to help battle social isolation and loneliness amongst our customers. Currently, the service is only available to those living in the North East of the City with hopes to expand across the City in the future.

## Operational Assistant

Since August 2016 we've been lucky enough to have Crystal working with us on a placement from Community Jobs Scotland. Crystal has been a great asset to the team and a fab help with the day to day operations here at Team Glasgow. Her time with us is sadly almost over but Crystal says her time with us has been *"a valuable experience that I've enjoyed and its been great meeting all of the customers"*. On behalf of everyone here at Team Glasgow we'd like to thank Crystal for all her help and wish her well for the future.

If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:

Tel: **0141 423 1722**

Email to: **glasgow@thefoodtrain.co.uk**



# Renfrewshire

Food Train Renfrewshire began operating in October 2013. Since then we have made over 13,000 deliveries to older people in Renfrewshire. We currently have 182 members in the area who are supported by our amazing volunteers.

## Celebrating Our Volunteers

Volunteers' Week 2017 in Renfrewshire was marked by a celebration event at the Town Hall in Paisley organised by the Renfrewshire Volunteer Managers' Forum. Some of our hard-working volunteers made it along to enjoy the tea and cakes, awards, speeches and entertainment provided by the "Rock Us" choir.



## Psychic Night

Are you interested in what the future holds? If so we are having a "Psychic Night" to raise funds for the Branch. It's taking place at Gabriels in Paisley on Friday 11 August. Tickets are £5. Get in touch if you are interested in coming along.



## Starting Young!

When General Election polling shuts your school, most kids have a long lie or spend the morning watching TV or on the X-Box. Not Gabby. She was up and out at the crack of dawn helping her mum Charris, volunteer with Food Train. Thank you, Gabby!



## Partnership Working

We have recently been involved in a number of partnership developments with our colleagues in Health and Social Care. We are a member of the local Strategic Planning Group and took part in a working group looking at the future of day care in Renfrewshire. We have also been along to the local Adult Care Team meetings to discuss our services and ensure older people in Renfrewshire receive the most appropriate support.

## What a SOOPIR Day!

We were at the annual Renfrewshire Senior's Forum "SOOPIR" (Strengthening Opportunities for Older People in Renfrewshire) Day. In addition to providing information to the 200+ attendees, we were also asked to judge the talent competition! Luckily, our choice of the "Hula, Hula, Golden Girls" was unanimous with the other judges.



## You could be a Winner!

We are looking to set up a "100 Club" to help raise funds for the Branch. To join costs £2 per month (payable in advance for the year) with a prize draw held at the end of each month. If you are interested in joining, give Hayley a call at the office.

If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:  
 Tel: **0141 887 2557**  
 Email: **renfrewshire@thefoodtrain.co.uk**



# North & South Ayrshire



## Volunteers' Week Tea Party

As a thank you to all our Ayrshire volunteers, we had a good old fashioned tea party to celebrate National Volunteers' week in June. Our volunteers were joined by friends from The Ayrshire Community Trust, East Ayrshire Volunteer Centre, Sainsbury's staff and our funder North Ayrshire Health & Social Care Partnership. Thanks to all our volunteers who give their time and energy to Food Train in Ayrshire. We received so many lovely messages from our customers expressing their gratitude and thanks to the team. We have displayed these in the office on what we now call our Happy Tree!



## New Boxes!

With thanks to Prestwick & Troon Participatory Budgets, we have been able to replace all our boxes with the new style black and red ones. They are more robust and look fabulous, beautifully modelled here by recent guest volunteer, Councillor Joy Brahim.



## Ain't No Mountain High Enough

14 adults, two ten year olds and two dogs all set sail on Saturday 3 June to raise money for Food Train. We marched, climbed and crawled to the summit of the magnificent Goatfell in Arran. It was very windy as we

approached the top, but we made it! After a packed lunch and some good old Mars Bars, we headed back down the 847 metre Corbett and enjoyed a well-deserved shandy and fish supper. Raising over £1,000, it was also a great team building exercise. Rumours are flying around about a jaunt up Ben Nevis – to be continued!



*Volunteer Margaret happy to reach the summit just ahead of her 70th birthday*

*Our Administrator Clare and husband Tim enjoying a light 'refreshment'*



Many thanks to Rotary Club of Hunterston for inviting Regional Manager Marri Welsh as their Guest Speaker at their May meeting and for the kind donation of £200.

## Go Michael!

A massive well done to our volunteer shopper Michael, who took part in a sponsored swim for Food Train at Greenock Pool. Michael swam 10 lengths, raising £1,094 for Food Train. What a star! Michael volunteers twice a week with Food Train (pictured here with his lovely mum Margaret, who also volunteers with us).



If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:

Tel: **01294 271 025**

Email to:

**northayrshire@thefoodtrain.co.uk**

# Meal Makers

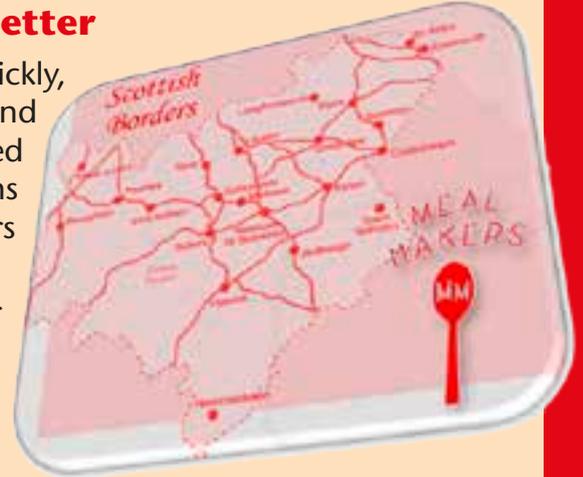


## Meal sharing project is growing bigger and better

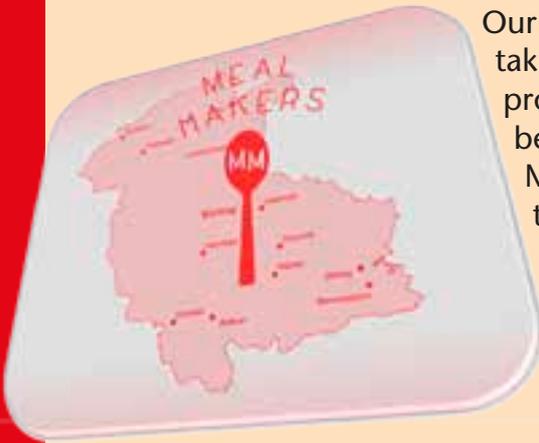
Meal Makers is a Food Train project which has grown very quickly, and is now well established in Dundee, Glasgow, Perth and Kinross, Renfrewshire and Edinburgh. However, we are excited to announce two new developments to the project that means even more people will be able to get to know their neighbours over some tasty home cooked food.

We are delighted to announce that we have taken our neighbourhood food sharing project to Stirling. We launched Meal Makers in Stirling at the start of 2017 and very quickly had droves of volunteers sign up to the project, excited to share their home cooking with neighbours in their local area.

We've made a great start in Stirling but we are currently looking for more 'diners' to join our food sharing community, so if you live in the area and are interested in finding out more about Meal Makers then make sure you give us a ring to find out more!



Our second development is particularly exciting, because we are taking Food Train to a whole new area! We are currently in the process of setting up a new office in the Scottish Borders that will be delivering both the Food Train grocery delivery service and Meal Makers. We are thrilled to be expanding our services into the Scottish Borders, and to be offering our services to a whole new group of people. We look forward to getting our new team up and running in the area, and making a real success of Food Train in the Scottish Borders.



## Meal Makers in pictures!

"A picture is worth a thousand words" – so we have given you four! With all the food and friendship getting served up at Meal Makers we decided to show off some of the delicious meals being shared and some of the lovely people involved in the project!



If you would like to know more about using Meal Makers services by signing up as a cook or becoming a diner please contact us on:

Tel: **0800 783 7770**

Email: **hello@mealmakers.org.uk**



Food Train is funded by a mix of donations, fundraising, Local Government Grants and small charges for services. Our staff and volunteers across Scotland work hard to put the Fun in to Fundraising. Races and runs, car boot sales and swims, coffee mornings, physic evenings, pub quizzes and tough mudders. We've done them all and more. Thank you to everyone who has sponsored a Food Train fundraiser, we reached a phenomenal total of **£59,060.41** last year alone! As a Charity every penny raised goes towards keeping ourselves on track. And every penny sure does count. Simply telling us to keep the change has huge benefits – these small cash donations totalled **£3,620.51!**



Members and their families often ask what they can do to support Food Train. Our Sponsor-A-Box scheme helps ensure we have enough plastic boxes to make all the vital grocery deliveries. For £10 a year, you could even dedicate your sponsorship to a loved one.

### A lasting gift...

Another way you can help us is by leaving a legacy in your will. Legacies are an important part of our income, and every gift small or large helps us provide the services our members need. A will is something everyone should put in place. It ensures your wishes are carried out on your death and allows you to donate money or gifts to causes important to you.

There are three main types of legacy -

- A residuary legacy is a percentage or remainder of your estate after expenses and other gifts.
- A pecuniary legacy is a gift of a specific amount of money.
- A specific legacy is the gift of a specific item e.g. property, land, shares, jewellery, art

### Your legacy will make a difference.

To make a legacy you should consult your solicitor for advice.



### Summer chicken stew

A lovely, fresh Summer meal. This recipe serves 4 but you could half the ingredients for a lesser amount, freeze your extra portions or share with a neighbour!

#### Ingredients

- 2 tbsp olive oil
- 500g leeks, finely sliced
- 2 plump garlic cloves, finely sliced
- 2 thyme sprigs, leaves picked
- 8 chicken thighs, skinless and boneless
- 500g new potatoes, larger ones quartered, smaller ones halved
- 350ml chicken stock
- 200g green beans
- 350g frozen peas
- lemon wedges, to serve

#### Method

Heat the oil in a large casserole dish over a medium heat. Add the leeks, garlic and thyme, cover and cook gently for 10 mins, stirring occasionally. Season the chicken and tip into the dish with the potatoes.

Turn up the heat, pour in the stock and bring to a simmer. Reduce the heat and allow to gently bubble with the lid on for 35 mins. Add the green beans and peas for the final 10 mins of cooking. Season to taste, then ladle into bowls or lipped plates with a squeeze of lemon.

If you're on Social Media, 'like' or follow us – or tell your families to check us out – it really does help spread the word across Scotland.



Every year we conduct a customer survey. Your feedback is crucial and helps us evidence the success of our services to our funders. Thank you in advance for taking the time to complete our survey, we greatly appreciate your feedback.