



Shoppers
Express

Spring 2019

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

On the 29th of June 2020 Food Train will be celebrating 25 successful years of supporting older people at home. It all started in Dumfries in 1995, following a community survey of older people which identified that help with weekly grocery shopping was a priority. A small group of volunteers formed a partnership with local shops and Food Train began making deliveries of fresh groceries to older people living in and around Dumfries. One of the original volunteers was the late Jean Mundell MBE, a well known local figure whose great community work was commemorated with a statue and bench on the town's cycle path.

From its early days of a few deliveries every week to a handful of customers, Food Train is now a thriving Charity with 7 bases across Scotland making more than 44,000 grocery deliveries each year.

As Food Train has expanded and the needs of our customers has changed, we have developed other vital services across the regions

Food Train 'EXTRA', helping with jobs about the house

Food Train Friends, arranging social events with transport solutions

Food Train Library, collecting and renewing library books

Meal Makers, volunteers sharing a portion of their own home cooked meals

The success of Food Train over the years has been like pieces of a Jigsaw puzzle coming neatly together, with each piece supporting and holding together the bigger picture.

The Food Train puzzle has four key components, **Volunteers, Staff, Funding & Customers**

Over the next four editions we will be dedicating our front page to highlighting how each of these pieces of the puzzle have made a difference to Food Train becoming one of the strongest third sector organisations helping older people in Scotland to live well in their own homes.

The first piece of the Food Train puzzle is dedicated to our volunteers.

Volunteers

With volunteer's week fast approaching on the 1-7 June, this edition gives us the opportunity to celebrate and say thank you to all our volunteers for the fantastic contribution they make.

Meet some of our volunteers on Pg 2

Food Train has over 1100 kind and caring local

volunteers across the country who bring friendship and joy to older people's lives whilst providing much needed practical help. Without our dedicated teams of volunteers across the country, Food Train would not be able to carry out the vital services we deliver to over 2200 older people every year.

A HUGE Thank You.

Staff

Customers

Funding

Let's meet some of our volunteers across the country and see what they have to say about why they volunteer and what it means to them.

NAME: Kate Pipe

ROLE:
Library Outreach Volunteer



BRANCH: West Lothian

HOW LONG: 2 years

WHY DID YOU START VOLUNTEERING WITH FOOD TRAIN:

I wanted to help out in the community, especially to help people who can't access facilities because they are housebound.

WHAT DO YOU GET FROM VOLUNTEERING:

A sense of fellowship and a positive feeling of helping others and enhancing the lives of those in need.

NAME: Lauren Pluss

ROLE: Meal Makers/ Trustee Volunteer



HOW LONG: 1½ yrs

WHY DID YOU START VOLUNTEERING WITH US:

I started volunteering for Meal Makers in Oct 17, so I knew all about the Food Train, then last summer I'd just lost my Grandma and saw that my Grandad was faced with a new life ahead - one where he was more isolated and solely responsible for all the household duties. More than ever, I understood the need for services like Food Train. So, I applied to become a Trustee and although new to the role, I'm enjoying being involved in the Board and in the planning of the organisations future.

NAME:

Kirsten Rae



ROLE:
Meal Maker Cook

BRANCH: Glasgow

HOW LONG: 2 years

WHY DID YOU START VOLUNTEERING WITH FOOD TRAIN:

I really wanted to volunteer and give some of my time and companionship to an older person who didn't have that company for whatever reason. I live in a 2nd floor flat and I don't have a car so some other befriending schemes didn't suit me. When I found Meal Makers I was delighted as all the Charity and the diner needed from me was my time, my chat...and my "cooking skills"!

WHAT DO YOU GET FROM VOLUNTEERING:

Meeting my diner. She is a lovely lady who just can't get out as much these days due to limited mobility and her family don't live locally. I like to think that I get just as much from chatting to her and being there for her as she does from having a couple of hours company from me. I can get out and about and to be able to visit someone who can't is so worth it. The fact I've met a belter of a diner / friend like mine is priceless!

In our next issue we will focus on the next piece of the puzzle - STAFF

NAME:

Steven McAnespie



ROLE:

EXTRA Volunteer

BRANCH: Annandale & Eskdale

HOW LONG: Over 12 years

WHAT MAKES YOU VOLUNTEER:

I love volunteering for the EXTRA service, what seems like a very small task to me can make a huge difference to a customer. I love hearing all of the stories from the customers about what life was like for them growing up and during the war. I would highly recommend volunteering to everyone, it is very rewarding.

NAME:

Alan Johnson



ROLE:

Delivery Driver

BRANCH: Stirling

HOW LONG: Over 5 years

WHY DID YOU START VOLUNTEERING WITH FOOD TRAIN:

I was retired and was looking for something to do and I became interested in volunteering. I got chatting to a Food Train volunteer in the supermarket and over 5 years later we are both still at Food Train!

WHAT DO YOU GET FROM VOLUNTEERING:

It gives me something to get up for in the morning, and you make great friends through volunteering with Food Train. I really look forward to seeing the customers, I like being of use to them - helping them out.

Welcome from the CEO

Welcome to our Spring 2019 Newsletter, filled with news from our branches and projects around the country. Spring is in the air and we are particularly lucky at head office on The Crichton site in Dumfries, which allows us to enjoy a walk at lunchtime around the beautiful gardens filled with spring bulbs, camelias and rhododendrons in bloom. Thankfully we had very little snow disruption this winter, if last year's 'beast from the east' snowstorm doesn't make a late return!



Spring is a busy time for us, wrapping up all the information for the financial year-end in March, and reporting to all our various funders. We are delighted to have new 3-year funding from Tudor Trust and National Lottery contributing to our services around the country. It takes months of work, planning and paperwork to put together a successful funding application so all credit to the staff for their hard work.

Looking ahead to next year, Food Train will be celebrating it's 25th Anniversary. To help with planning we've been gathering lots of brilliant and fun ideas from our volunteers around the country. Hopefully we can put lots of their ideas in action and there will be something for everyone to get involved in to mark our 25th Anniversary.

That's all for now, stay safe and stay well.

Michelle



Dumfries & Galloway



Stewartry Young Farmers

Stewartry Young Farmers chose Food Train as the charity that they would raise funds for last year, and we're delighted to receive the fantastic sum of £800. Thank you to all the Young Farmers for all their tremendous work.



Generous Van Funding

Our Annandale & Eskdale branch were delighted recently to have received funding to buy an additional van from the Dumfriesshire East Community Benefit Group – Ewe Hill 16 Fund. This support is very much appreciated and ensures we can continue to grow and support even more older people in this area.



Stranraer Fundraiser

A huge thank you to the staff and volunteers in the Stranraer branch who held a pub quiz recently in the Royal Hotel in Stranraer. An amazing £250 was raised for local funds, a massive thank you to all who attended, a great night was had by all.



Lottery Funding

Our Friends customers in D&G are celebrating the recent lottery announcement of continued funding for our befriending service. This ensures that we can continue to tackle loneliness and social isolation for our customers across the region.



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**



FUNDRAISING

Youth Philanthropy Initiative

The students from Broxburn Academy selected West Lothian Food Train as their charity as part of the YPI (Youth and Philanthropy Initiative). The YPI project is all about raising awareness amongst young people about philanthropy and their local community. The team went all the way to the finals with their presentation about us - winning a whopping £3,000!!



Bathgate Academy

Absolutely delighted to receive a cheque from Bathgate Academy West Lothian for £160! The pupils researched local charities and after witnessing an older lady struggle with her shopping decided to select the Food Train - donating all proceeds raised from a bake sale held at a recent parents evening. Thanks a million!!

Almond Housing

We are delighted we can buy new cleaning equipment for our 'Extra' service thanks to the wonderful team at Almond Housing Association in Livingston, who awarded us with a cheque for £419.00 after a recent Community Soup Event!



Livingston Round Table

After a successful pitch at a Dragons Den organised by Livingston Round Table we were awarded £1,000

West Lothian

In 2018-2019 we have

Made **4,709** shopping deliveries
 Carried out **788** household tasks
 Made **549** deliveries of library books to customers

New Staff:

We are pleased to welcome:

Jacqui Weir
 as our **Service Administrator and Coordinator**



Erin Dwyer
 our **Operational Assistant**



Visit by Jeremy Balfour MSP

We were delighted to welcome Jeremy Balfour MSP to our office. Jeremy spoke to staff and volunteers, learning about Food Train and how we provide vital services to help support older people stay at home independently for as long as possible. Thank you for visiting and showing your support for Food Train.

Winter Driver Training for Staff and Volunteers

BIG thank you to the guys at Lothian 4 x 4 Rescue who delivered some more fantastic winter driving training to staff and volunteers during the winter months - feedback was excellent. We still don't want bad weather but we're a little more prepared.

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**

Stirling



Ogilvie delivers Christmas joy for Food Train

Christmas may now feel like a lifetime away but we wanted to take this opportunity to thank Ogilvie for the wonderful gift they gave to our Stirling branch at Christmas time. In an act of generosity that truly captured the festive spirit, the wonderful Ogilvie fleet team personally made 140 Christmas hampers as gifts for our customers. It is fair to say customers were thrilled with their lovely gifts, and if this wasn't kind enough Ogilvie also made a tremendous £2,000 donation to the Stirling branch. While we are all glad the weather is now warming up, Christmas remains the most wonderful time of the year!



Liltin' Lassies raise the roof for Food Train

The outstanding all female choir group Liltin' Lassies delivered a storming performance at their annual Joy & Light Concert in December, and these fabulous ladies kindly donated proceeds from the event to Food Train Stirling, raising a brilliant £452.20 for the branch! Thank you so much ladies!



Join our 100 Club!

It is nearly that time of year again folks to join the 100 Club! If you don't already know about the 100 Club, this is a really fun way to support the local branch and possibly win some cash prizes at the same time – that's what you call a win-win situation! Membership of the 100 Club is £24 a year and once you join you will be allocated a number between 1 and 100, each month we hold a draw which will give you the opportunity to win one of three cash prizes. If you would like to join our Club then give the office a ring on 01786 450 536 or ask a volunteer for more information. The first draw will be taking place in June so if you want to take part now is the time to join!



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



Moving

After 2 years at The Circle we are moving to new offices; our new address is The Attic, Unit 9, Balgray Place, Dundee our telephone number however will still be 01382 810944.

Our shopping delivery service continues to grow, and we now regularly deliver to **130** customers each week.

Pastures New

Our Development Officer Rhea has left for pastures new and in post now is Caitlyn Cooper-McCulloch. She can be contacted at our office for any enquiries including shopping, befriending and Meal Makers, hopefully you will meet her soon.

We are always looking for new volunteers so if you or someone you know is looking for something to do please get in touch and arrange to come in for an informal chat.

Volunteers are the core to all the work we do.

In a week volunteers do an average of **180 hours**

Over the last year they have made **6,377 deliveries** and we have welcomed **64 new customers**

If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:
 Tel: **01382 810944**
 Email to: **dundee@thefoodtrain.co.uk**

Charity of the Year

We have been charity of the year for the Dundee branch of Digby Brown Solicitors and their staff have spent the last 12 months tirelessly fundraising for us. We are delighted to say they have raised £7146.80 which is a fantastic amount and will make a big difference to our work across Dundee, a big thank you to all their staff, your efforts are very much appreciated.

New Staff

Caitlin Collins has joined us as part of the Community Jobs Scotland programme. She will be with us for a year as an Operational Assistant and will be involved in all aspects of our work, say hello if you see her out on deliveries.



Festival of Celebration

Last October we had a stall as part of the Rank Foundation Festival of Celebration held in the V&A museum. It was a great event with all 21 Rank funded organisations displaying their products and services.

Pictured are Rhea, Caitlyn, Kaiya and Mrs Hunter with Grant standing at the back. Special thanks to Sara for setting up the stall.



Glasgow



Van Vandalism

One evening at the end of January our fleet of vans and our minibus were the victims of mindless vandalism. Wing mirrors were ripped off and smashed, wiper blades pulled off and number plates all destroyed. As a result, we had to hire vehicles for a couple of days to allow our shopping service to continue. We can't thank everyone enough for the donations that came pouring in to help us cover the cost of the van hires and replacement parts for the vehicles. Supporters, customers and the wonderful team at ASDA Toryglen all dug deep to help us raise almost £600! What a bunch of superstars!



New Administrator

In January, Team Glasgow welcomed Monika Gazdziak to the branch. Monika has joined us as our new Service Administrator and Coordinator and we're delighted to have her on board! She comes with several years of administration experience and has given the branch a great energy boost with her enthusiasm and personality. Monika has already met many of our customers and is looking forward to meeting many more!



Volunteer Night Out

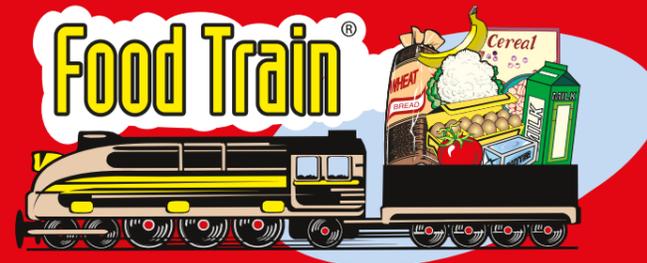
It has become a bit of a running joke within the branch that our Volunteer Christmas night out never happens at Christmas. Everyone is always so busy in December that it's hard to get everyone together at the same time, so we therefore wait until after the Christmas Festivities have died down. This year, our volunteers waited until February to enjoy their night out! It was a great success, plenty of chat, an enjoyable meal and an opportunity to say thank you to our volunteers for all the hours they donate to Food Train to ensure our customers fridges remain well stocked throughout the year! Maybe one year, we'll manage it before Christmas!

Christmas 2018

As usual, our Christmas 2018 delivery schedule was planned well in advance, we started at 7am on the delivery days and managed to condense all deliveries into one day per week. As a result, between our volunteers and staff, we shopped and delivered to over 110 customers in-between Christmas and New Year! What an amazing achievement, we can't thank our fantastic volunteers enough!

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



In The Spotlight

"Our colleagues at Engage Renfrewshire recently asked us a series of questions as part of their "Spotlight" feature:

- Q:** What are the main objectives of your organisation?
A: Our aim is to support older people living at home.
- Q:** Who do you support?
A: In Renfrewshire we provide a grocery delivery service to 200 older people living locally.
- Q:** Do you use volunteers and if so how many?
A: Other than the manager and our part-time Administrator, the operation is conducted entirely by volunteers. At the moment we have around 40 active volunteers with us including shoppers, drivers, delivery helpers and office volunteers. They are an outstanding team – always willing to go the extra mile for our customers.
- Q:** Who in the team always makes the tea?
A: Volunteer John W is the tea-jenny of the team. A bigger issue is - who eats all the biscuits? We have our suspicions...
- Q:** Who in the team has the best dress sense?
A: We provide uniforms for our volunteers (phew – got out of that one!) but our oldest driver, John C, always has the shiniest shoes.
- Q:** If you had to pick a song to become your team's/organisation's anthem what would it be and why?
A: There's loads of "Train" songs that could be adapted, (Little Eva's "Locomotion" anyone?) but I like to think Marvin Gaye put it best when he (and Tammie Terrell) sang: "Ain't no mountain high enough, Ain't no valley low enough, Ain't no river wide enough, To keep us from getting to you"

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

Volunteer Lunch

Our volunteers enjoyed a belated (February 1st!) Christmas lunch at Hamish's Hoose in Paisley. A huge thanks to all the customers who gave donations towards the lunch. We will also be organising a social event for the volunteers later in the year – watch this space!



Free Van Service

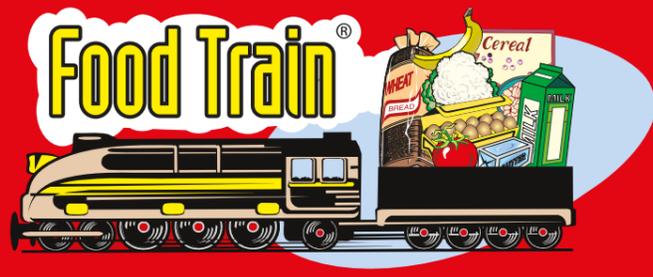
Our hard-working vans are having a treat in the form of services provided by Bremner Motors in Linwood. The services are provided free as a non-financial contribution from the Community Benefits Scheme administered by Engage Renfrewshire. The scheme sees local companies who benefit from council contracts giving something back to the community.

Fundraising News



We were delighted to receive a donation of £250 raised by members of the Hopehall Church Community Café in Paisley. We also got to sample some of the amazing home baking before being presented with the donation at the Café. The Branch also benefited from a £2,000 award from the Tesco Bags of Help scheme.

Scottish Borders



Meal Makers

Visit By Joe Fitzpatrick MSP

We were very happy to welcome Joe Fitzpatrick MSP to the Food Train Scottish Borders office in Galashiels recently.

Joe braved the unexpected wintry conditions and went out on the van to make a delivery to one of our local customers. Local Manager Nikki, and volunteer Nigel showed him the ropes and explained the vital role volunteers play in delivering the service. He then heard first-hand how valuable the shopping service is to our customers, who would otherwise struggle to shop.

Michelle, our Chief Executive had the opportunity to talk about malnutrition in older people and Laura, our Eat Well Age Well manager, gave an update on the project.



Pictured left to right: Joe Fitzpatrick, MSP; Deb, Administrator; Nigel, Volunteer; Nikki, Manager.

Doing our bit....

Over the last year local volunteers have provided more than 2000 grocery deliveries to older people at home, made possible by an amazing donation of almost 8000 volunteer hours! The demand for our service here in the Borders continues to grow and we now visit more than 100 households weekly, fortnightly or intermittently to support our customer 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 malnutrition in older people and at the Food Train we are proud to play a part in preventing this amongst our customers.

100 +

In Celebration of our shopping service reaching over 100 customers recently, we are planning to set up a 100 Club very soon. Volunteers will have details.

This will allow us to kick start our local Fundraising for 2019.

Anyone who wants to help us fundraising, or in any other way, please contact the office on: 01896 751750 or email: scotborders@thefoodtrain.co.uk

Welcome

It is our pleasure to introduce Debra (pictured above), our new Service Administrator & Co-ordinator. Deb, who started in January, is based in the Gala office. She looks after our service delivery, assists our customers, completes referrals and keeps the office running smoothly! Deb will be happy to answer any queries you have. Contact: debra@thefoodtrain.co.uk



If you would like to know more about using Food Train services or volunteering with Food Train, please contact us:
Tel: **01896 751750**
Email: scottishborders@thefoodtrain.co.uk

Alice and Kerie laugh their way through meal time



Food Train customer Alice has been living in Lockerbie for a number of years now and she admits the older she gets the harder it is to get out as much as she would like. "As I've gotten older I can't use the bus as easily" and with public transport being such a lifeline for many older people in rural communities this restricts her movement. It was at this time that she decided to sign up for Meal Makers and benefit from a weekly home cooked meal and some company from a local volunteer Cook. In steps Kerie. Kerie is a mum of 3 children, wife and works part time at her local medical practice. She confesses that life is busy for her but says that sharing meals with Alice is easy. "My life is busy but I come to see Alice for a bit of calm. It fits into my life very easily. Every week I literally make sure that I have an extra plate out for Alice and I pop round and we chat for ages!" Kerie has even introduced Alice to her family. "The kids love her. She's full of great information and she really makes them laugh."

Kerie even admitted that she might get more from their weekly meal share than Alice does. "I think Alice is great and she's very young at heart. I really enjoy coming to see her and we both get so much from each other's company." However, we'll leave the final word with Alice who warmly says "when Kerie comes to see me I feel very special."

If you want to sign up to Meal Makers and benefit from a home cooked meal and some company then call us on 0800 783 7770.

HOW IT WORKS



Meal Makers supports people over the age of 55 by pairing them with a volunteer Cook in their area. If you want to sign up as a Cook or a Diner please contact us on:
Tel: **0800 783 7770**
Email: hello@mealmakers.org.uk
Website: www.mealmakers.org.uk



Eat Well Age Well



About Eat Well Age Well

Our focus is on the prevention, detection and treatment of malnutrition in older people and how we can support you to eat well. If you are worried about your appetite and/or losing weight in later life, then please contact us for help and support. You can reach us on 0131 447 8151.

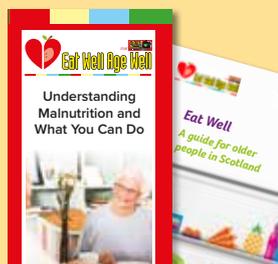
Eat Well to Go

February saw the launch of our 'Eat Well to Go' project in collaboration with the Sunlite Café in Stirling. This test of change project offers a ready meal service to Food Train customers, allowing access to freshly prepared, nutritionally balanced meals at an affordable cost. The menu so far has been a variety of wholesome, winter warming soups such as tomato, lentil and leek & potato, all accompanied by a freshly baked brown roll. We have had lots of great feedback, with orders increasing every week. It has highlighted the importance of access to food in order to stay well in later life.



Eat Well Age Well Resources

We have a new and improved website with lots of free resources which can help you identify if someone is at risk of malnutrition. From infographics, to videos and downloadable resources, there is something for everyone. We cover topics such as staying hydrated, keeping active and social, healthy eating and the signs and symptoms of malnutrition. If you'd like to find out more then please visit <https://www.eatwellagewell.org.uk/resources>.



small ideas, **BIG IMPACT** FUND

Our Small Ideas, Big Impact fund is offering grants ranging from £50 to £5000 and is open to groups and individuals who feel they could help test ways to detect, prevent or treat malnutrition. We would love to hear from you and all project ideas involving food are welcome. The 1st round of grants was hugely successful, and we have already funded 23 grant applications across Scotland. We have put 70k back into the community supporting projects like men's kitchen, lunch clubs, cooking skills courses and weekend snack bags – you can hear more about these projects in the next newsletter. Applications for the next round of grants are open from 6th May until 2nd August with successful applicants being announced in Autumn 2019. If you'd like to find out more, please visit our website www.eatwellagewell.org.uk/smallideasbigimpact



Glasgow University Research Study

We are delighted to be working in collaboration with Glasgow University for a research study to explore the prevalence of malnutrition in older adults. We know that as adults grow older, their eating and drinking habits can change. Therefore, we are interested in learning more about how older adults maintain their own health and well-being in the context of eating regularly and healthily.

