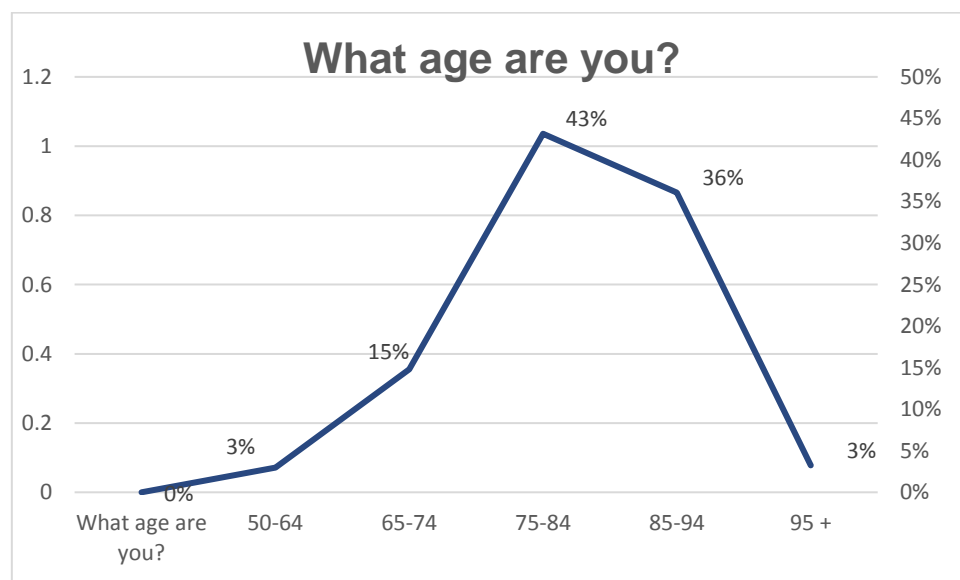
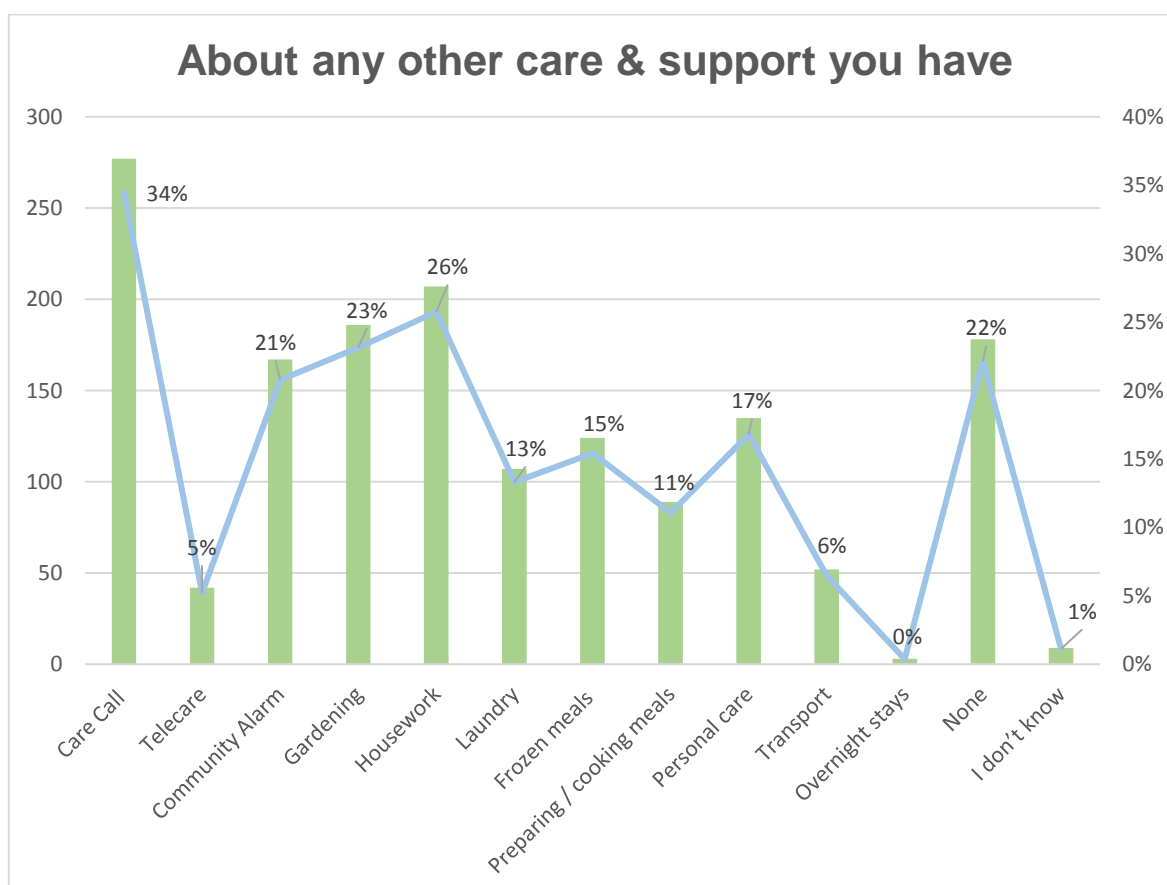
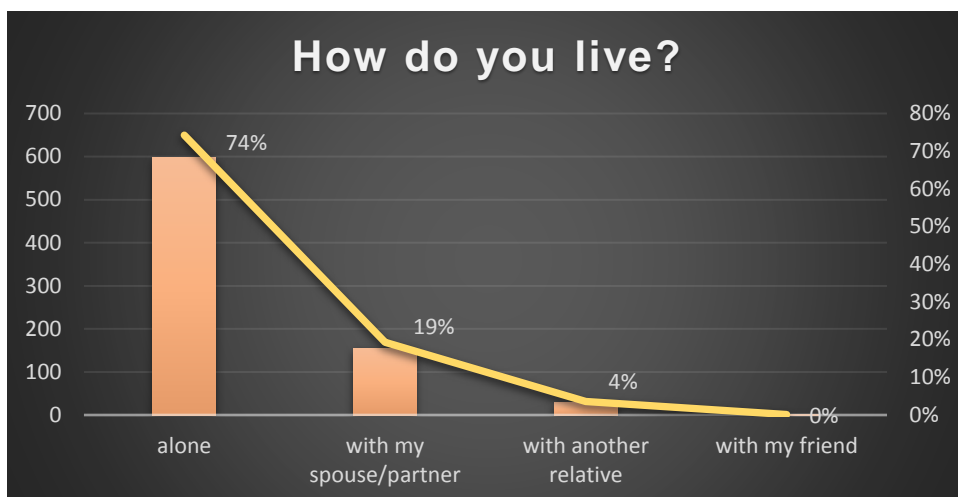




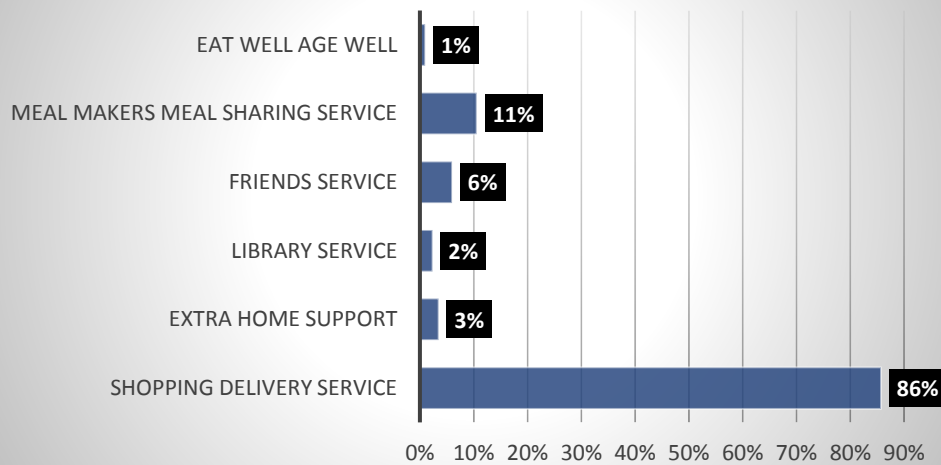
# Member Survey 2020

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 them. Comments have all been recorded and will be reviewed by local branch staff and by Trustees at scheduled Board meetings. All positive comments returned have been greatly 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 be able to complete it independently. This year 1,809 surveys were distributed and 804 were returned (44%). In most surveys returned, most questions had been answered. The survey covers all our established services currently being offered including Shopping, Meal Makers, At Home, Friends, Library, Eat Well Buddy and Message and Meals (please note services available vary by region).

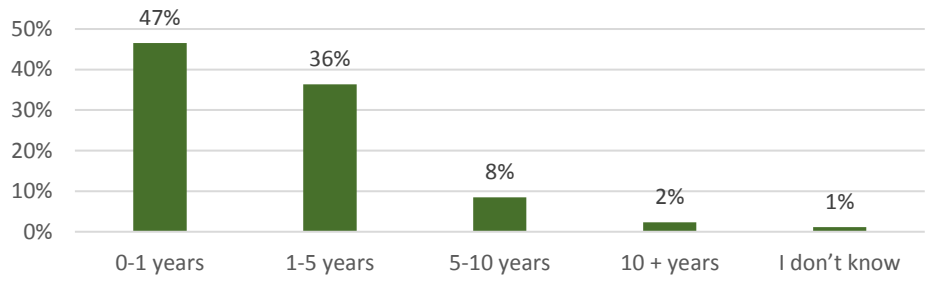




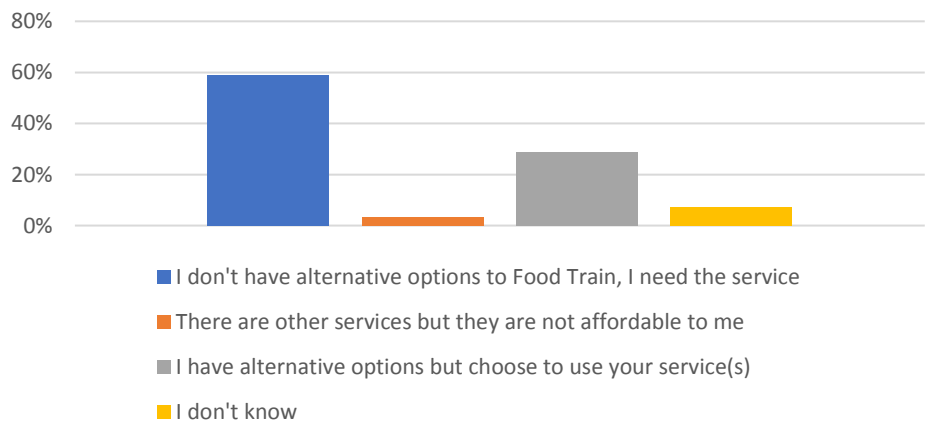
## Which of our services do you use?



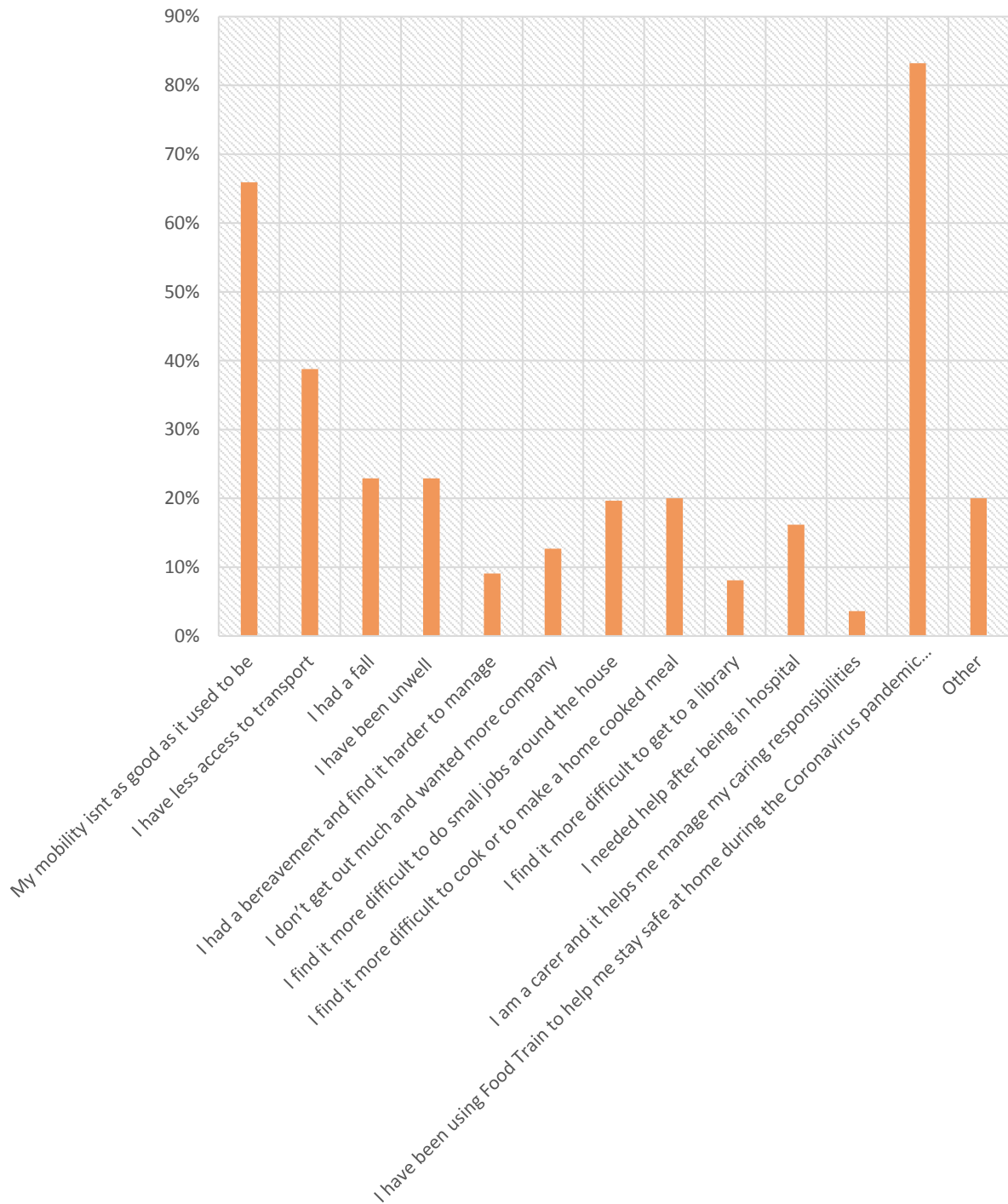
## How long have you been using our services?



## Do you have alternatives to our services?

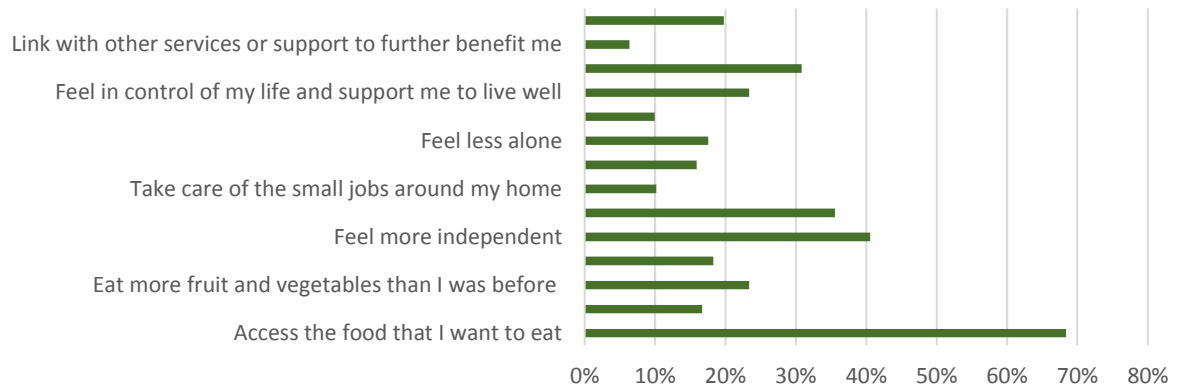


## What are your reasons for using our services?



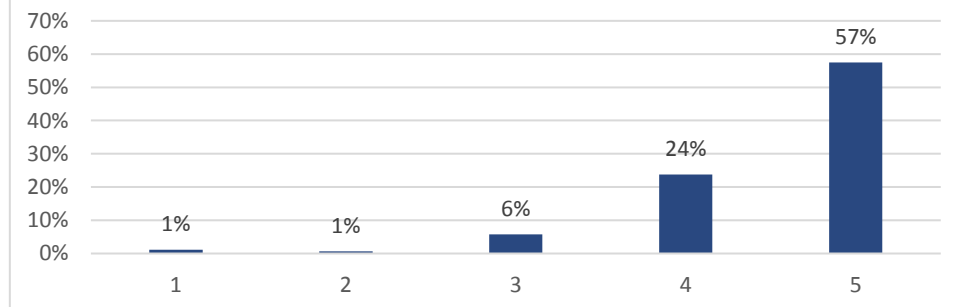
- I am shielding with my husband
- I am entirely alone and have no home help or access to transport and I am 90 years of age
- I can't do much around my flat and my cooking skills are virtually non-existent and I am so, so alone
- The total convenience and the pleasure of speaking to real people

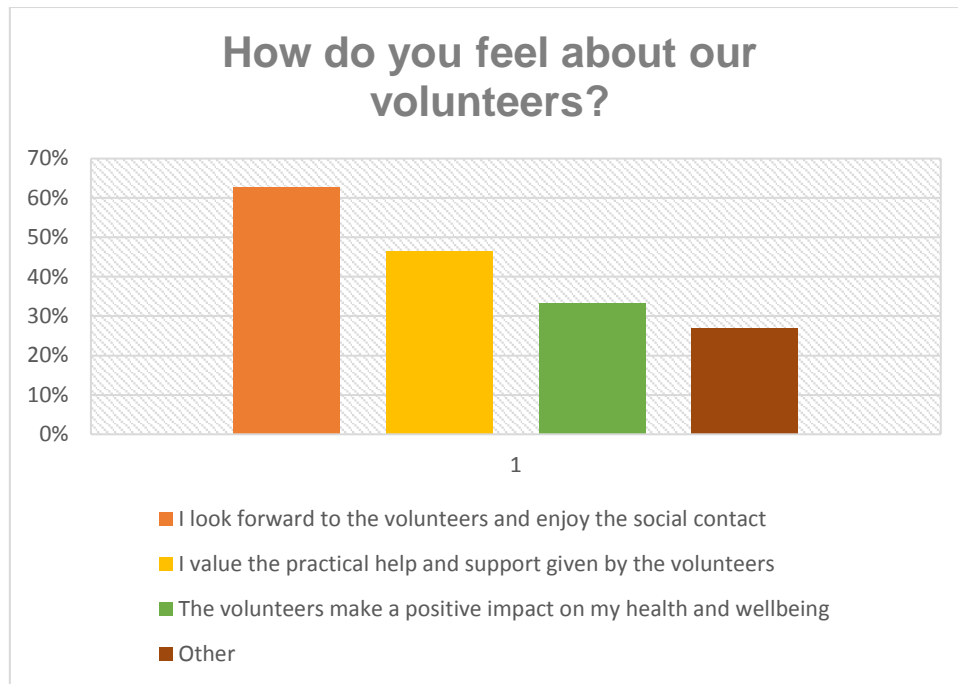
## How do our services help you?



- The best service ever!
- You look after my mum who is 300 miles away from me, I can't thank you enough for the peace of mind you give our family
- It makes the time pass especially during the 5 months of lockdown, it has saved my life
- Makes me feel independent because I can get my messages
- Have no other means of getting food
- Food Train keeps me safe. I don't feel confident to visit shops because of coronavirus
- It's been great, a big worry lifted

## How satisfied are you with Food Train on a scale of 1 - 5 with 5 being very satisfied?





- I feel that I can talk to someone, we have a great time
- The spirit lifts when I see the van parking up, a bit like Christmas even though I pay for it myself
- The volunteers are very well mannered and always ask if I am coping!
- They are pleasant and efficient. Very good at shopping and choosing alternatives when first choice is not available.
- A competent caring friendly team
- Absolutely wonderful. They make my day
- Kind, caring & compassionate, so good to my elderly parents, thank you.

## **IMPROVEMENTS MEMBERS WOULD LIKE TO SEE**

- Care with “Sell By” and “Use By” dates; longer dates
- Care with reading lists; better accuracy;
- Time slots for taking shopping orders and for delivery
- Someone to check list with and agree alternatives
- Remember to leave blank order forms
- More choice of supermarkets
- Bring back purchasing of alcohol
- More frequent meals (Meal Makers)
- Retain the credit card payment option
- More information; leaflets/newsletters on other Food Train services, leaflets on other services, details on Eat Well Age Well

## **OTHER HELP OUR MEMBERS SAID THEY WOULD LIKE**

- Domestic cleaning; general housework; laundry; ironing
- Bed making; mattress turning
- Odd jobs; handyman; fitting lightbulbs; gardener
- Moving furniture; painting and paper hanging
- Occasional supermarket visits; list of supermarket products
- Company to attend appointments
- Library books; Trips to library
- Posting letters and parcels; taking shoes to cobbler
- Pre-cooked meals; just meals; advice on diet and staying healthy
- Help getting in and out of bed; supervision to exercise
- Trips to banks or shops
- Social outings; telephone calls
- Help with IT
- Register of takeaway delivery services
- Takeaway Meal Deliveries (by volunteer driver and helper)

2020 FULL SURVEY RESULTS CAN BE FOUND ON PAGES 9,10,11,12,13 & 14



## 2020 FULL SURVEY RESULTS

-	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	Total	%
Questionnaires distributed	653	102	205	170	220	125	94	240	1809	
Questionnaires returned	301	49	75	82	116	48	58	75	804	44%
<b>About You?</b>										
	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	Total	%
I am MALE	75	10	21	24	36	13	14	26	219	27%
I am FEMALE	221	39	54	46	80	35	44	49	568	71%
I prefer not to say	2					0	0	0	2	0%
<b>What age are you?</b>										
	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	Total	%
50-64	7	1	4		3	0	2	7	24	3%
65-74	41	11	7	11	23	8	8	10	119	15%
75-84	127	21	32	24	72	22	21	28	347	43%
85-94	105	15	26	29	43	17	25	30	290	36%
95 +	9	1	6		5	3	2	0	26	3%
I prefer not to say	3				1	0		0	4	0%
<b>How do you live?</b>										
	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	Total	%
alone	199	38	60	54	101	38	42	65	597	74%
with my spouse/partner	87	10	11	9	11	9	8	10	155	19%
with another relative	12	1	4	2	2	1	7	0	29	4%
with my friend	0				0	0	1	0	1	0%
<b>About any other care and support you receive?</b>										
	Total D&G	West Lothian	Stirling	Dundee	Glasgow	Renfrew	Scottish Borders	Meal Makers	Total	%
Care Call	127	26	46	20	27	10	6	15	277	34%
Telecare	21	3		1	7	7	0	3	42	5%
Community Alarm	8	9	3	44	41	26	9	27	167	21%
Gardening	87	14	27	12	14	13	4	15	186	23%
Housework	83	15	21	19	25	13	8	23	207	26%
Laundry	34	8	12	15	17	10	2	9	107	13%
Frozen meals	30	9	18	11	13	10	22	11	124	15%
Preparing / cooking meals	31	12	8	10	9	3	0	16	89	11%
Personal care	43	11	8	10	14	7	26	16	135	17%
Transport	19	2	8	1	4	7	7	4	52	6%
Overnight stays	2	0		1		0	0	0	3	0%
None	90	9	10	1	23	8	27	10	178	22%
I don't know	1		3		3	0	2	0	9	1%

<b>Which of our services do you use?</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
SHOPPING delivery service	280	48	75	63	107	48	58	10	<b>689</b>	<b>86%</b>
EXTRA home support	18	3			3	1	2	1	<b>28</b>	<b>3%</b>
LIBRARY service	1	8		7	0	0	0	3	<b>19</b>	<b>2%</b>
FRIENDS service	29	2		5	9	0	0	3	<b>48</b>	<b>6%</b>
MEAL MAKERS meal sharing service	1	3	2	2	4	0	2	71	<b>85</b>	<b>11%</b>
Eat Well Age Well	6	0		1	0	1	0	0	<b>8</b>	<b>1%</b>
Eat Well Buddy (WL only)	0	3			0	0	0	0	<b>3</b>	<b>0%</b>
Messages and Meals (Scot Borders only)	0				0	0	3	0	<b>3</b>	<b>0%</b>
<b>How long have you been using our service(s)?</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
0-1 years	163	18	38	26	61	25	18	25	<b>374</b>	<b>47%</b>
1-5 years	85	16	28	25	44	16	36	42	<b>292</b>	<b>36%</b>
5-10 years	26	8	6	11	8	4	2	3	<b>68</b>	<b>8%</b>
10 + years	10	2	1	5	0	0	1	0	<b>19</b>	<b>2%</b>
I don't know	3	3		1	0	0	1	1	<b>9</b>	<b>1%</b>
<b>What are your reasons for using our service(s)?</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
My mobility isn't as good as it used to be	193	38	50	53	88	40	24	44	<b>530</b>	<b>66%</b>
I have less access to transport	133	22	34	25	41	16	19	22	<b>312</b>	<b>39%</b>
I had a fall	54	13	18	23	34	17	7	18	<b>184</b>	<b>23%</b>
I have been unwell	55	18	12	14	39	11	11	24	<b>184</b>	<b>23%</b>
I had a bereavement and find it harder to manage	25	7	8	11	4	3	3	12	<b>73</b>	<b>9%</b>
I don't get out much and wanted more company	25	9	4	5	12	3	17	27	<b>102</b>	<b>13%</b>
I find it more difficult to do small jobs around the house	56	9	13	9	26	12	15	18	<b>158</b>	<b>20%</b>
I find it more difficult to cook or to make a home cooked meal	36	9	13	12	16	8	22	45	<b>161</b>	<b>20%</b>
I find it more difficult to get to a library	10	10	12	5	15	4	4	5	<b>65</b>	<b>8%</b>
I needed help after being in hospital	34	9	13	11	33	11	8	11	<b>130</b>	<b>16%</b>

<b>What are your reasons for using our service(s)? (Continued from Page 10)</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
I am a carer and it helps me manage my caring responsibilities	21	3	2	1	1	0	0	1	29	4%
I have been using Food Train to help me stay safe during the pandemic crisis	434	30	39	29	58	24	39	16	669	83%
Number of other comments	92	9	23			13	6	18	161	20%
<b>During the Coronavirus lockdown, we made phone calls to our members to check they are okay. Tell us how you feel about the calls?</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
I like getting a regular call	66	10	27	15	38	13	12	37	218	27%
I enjoy speaking with someone, it helps me feel a little less lonely	64	14	18	16	41	14	11	32	210	26%
I would like the calls to continue beyond the Corona Virus crisis	33	8	14	10	20	10	7	20	122	15%
I would be happy to pay a small monthly fee to cover the cost of calls to me	24	5	14	6	22	8	3	21	103	13%
I didn't receive a regular telephone call but would have liked one	26	7	10	5	8	5	3	4	68	8%
I didn't need or want a regular telephone call	138	19	29	31	45	21	9	18	310	39%
<b>How did you become aware of our service(s)?</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
Friend or neighbour	122	6	37	16	28	7	7	14	237	29%
Family member	49	6	11	12	12	5	9	11	115	14%
Nurse, Doctor or other NHS	27	17	6	11	30	8	22	9	130	16%
Housing Association	9	1	1	9	13	6	4	1	44	5%
Social Worker / social care worker	42	15	11	16	22	11	26	15	158	20%
Newspaper / Magazine / Radio	16	1	4	5	3	2	3	3	37	5%
Poster, Noticeboard, Talk	16	1	2		2	1	4	5	31	4%
Group / Organisation	27	5	6		5	3	14	5	65	8%
Other comments	44	8	4	2		16	0	17	91	11%

<b>Do you have alternatives to our service(s)?</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
I don't have alternative options to Food Train, I need the service	166	35	46	45	87	31	34	30	<b>474</b>	<b>59%</b>
There are other services, but they are not affordable to me	8	2	1	8	2	1	2	3	<b>27</b>	<b>3%</b>
I have alternative options but choose to use your service(s)	89	9	25	14	23	16	36	20	<b>232</b>	<b>29%</b>
I don't know	14		3	7	8	3	8	14	<b>57</b>	<b>7%</b>
<b>Tell us how our services help you? You help me to:</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
Access the food that I want to eat	208	36	64	49	89	34	37	33	<b>550</b>	<b>68%</b>
Eat more food than I was before	33	8	10	12	20	6	26	19	<b>134</b>	<b>17%</b>
Eat more fruit and vegetables than I was before	50	13	15	19	38	14	14	25	<b>188</b>	<b>23%</b>
Eat more cooked meals than I was before	33	7	13	13	22	8	16	35	<b>147</b>	<b>18%</b>
Feel more independent	120	20	45	26	51	22	21	21	<b>326</b>	<b>41%</b>
Live more confidently in my own home	104	23	40	28	54	2	9	26	<b>286</b>	<b>36%</b>
Take care of the small jobs around my home	31	2	11	9	12	5	2	10	<b>82</b>	<b>10%</b>
Have more companionship / contact with other people	36	8	15	6	15	4	16	28	<b>128</b>	<b>16%</b>
Feel less alone	38	11	10	9	22	8	19	24	<b>141</b>	<b>18%</b>
Feel less likely to fall or worry less about having a fall	27	3	6	8	16	6	6	8	<b>80</b>	<b>10%</b>
Feel in control of my life and support me to live well	62	12	26	12	30	13	17	16	<b>188</b>	<b>23%</b>
Feel better mentally knowing that I have the support I need	88	20	28	17	41	15	17	22	<b>248</b>	<b>31%</b>
Link with other services or support	12	4	5	6	7		8	9	<b>51</b>	<b>6%</b>
Other comments	82	15	22			15	13	12	<b>159</b>	<b>20%</b>

<b>On a scale of 1-5 (5 very satisfied) how satisfied are you with Food Train?</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
1	1	1		2	3	1	0	1	9	1%
2	1			1	2	1	0	0	5	1%
3	12	1	1	1	22	3	2	4	46	6%
4	52	5	12	12	83	5	13	9	191	24%
5	185	37	61	46		36	43	54	462	57%
<b>How do you feel about our volunteers?</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
I look forward to the volunteers and enjoy the social contact	183	37	57	37	71	27	38	54	504	63%
I value the practical help and support given by the volunteers	135	25	43	42	61	21	17	30	374	47%
The volunteers make a positive impact on my health and wellbeing	91	19	23	30	35	15	22	33	268	33%
Other comments	114	18	34			17	14	20	217	27%
<b>Do you need or would you like any other type of support service from Food Train? Please tell us what other help you need. Number of comments received.</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
	71	11	23	4		11	9	21	150	19%
<b>Do you have any suggestions about how we can improve our services? Number of comments received.</b>										
	<b>Total D&amp;G</b>	<b>West Lothian</b>	<b>Stirling</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Meal Makers</b>	<b>Total</b>	<b>%</b>
	95	11	32	6		17	16	25	202	25%

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

The Attic, Unit 9, Balgray Place, Dundee, DD3 8SH—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

48, Overhaugh Street, Galashiels, TD1 1DP—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](http://www.thefoodtrain.co.uk)

[www.mealmakers.org.uk](http://www.mealmakers.org.uk)

[www.eatwellagewell.org.uk](http://www.eatwellagewell.org.uk)

[www.foodtrainconnects.org.uk](http://www.foodtrainconnects.org.uk)

