



*Member  
Survey*



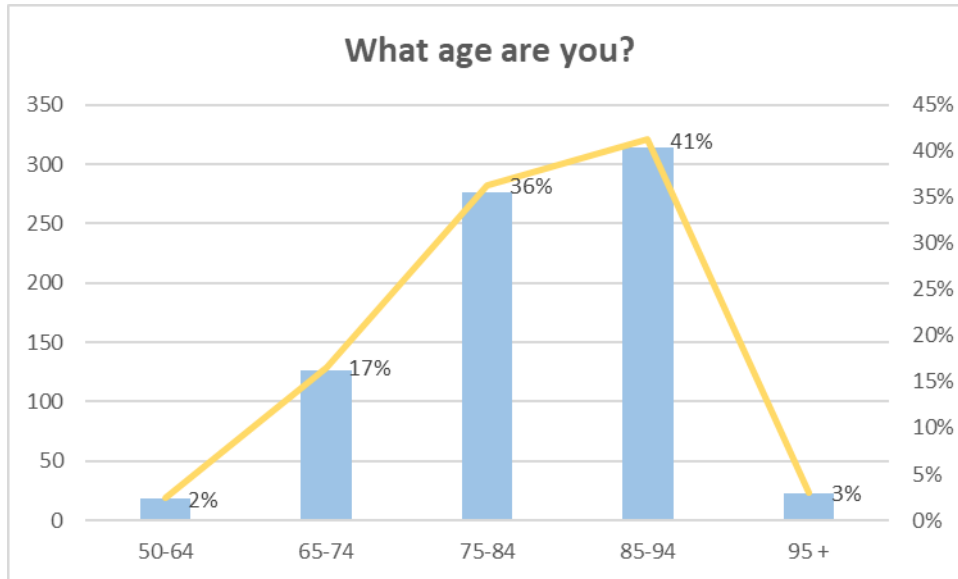
2021

  
**Food Train**  
supporting older people

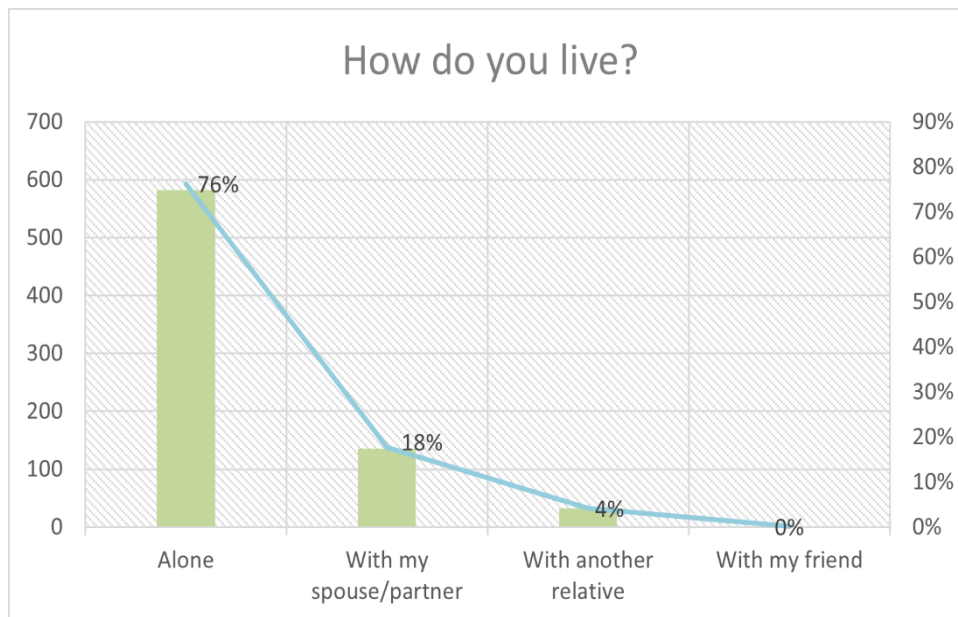
Food Train would like to take this opportunity to thank all our volunteers involved in distributing and collecting the surveys and our members for their help in completing them. Comments have all been recorded and will be reviewed by local branch staff and by Trustees at scheduled Board meetings. All 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 have the capacity to complete it independently. This year 1,708 surveys were distributed and 763 were returned (45%). 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 this year, our newly added one-to-one services, Shopping Friends and Phone Friends (please note services available vary by region and may have been restricted due to Covid19).



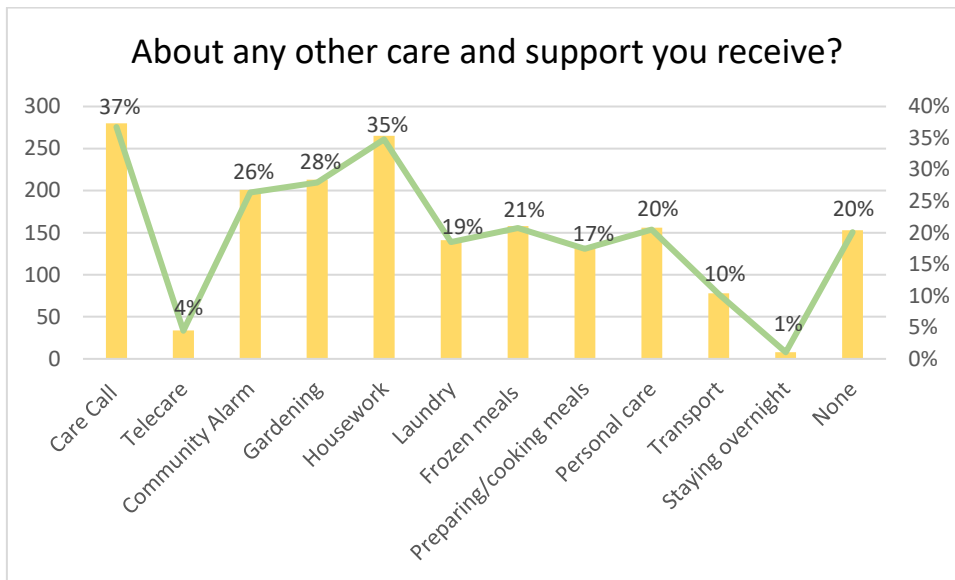
## Member Survey Results



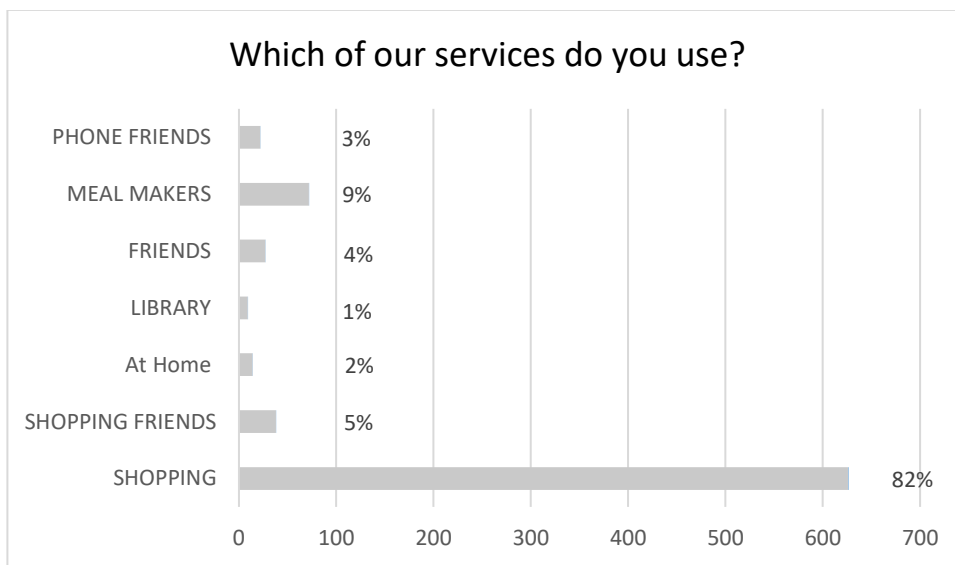
- 80% of Food Train members are aged 75 and over
- 44% of Food Train members are aged 85 and over
- 3% of Food Train members are aged 95 and over



- 76% of Food Train members live alone

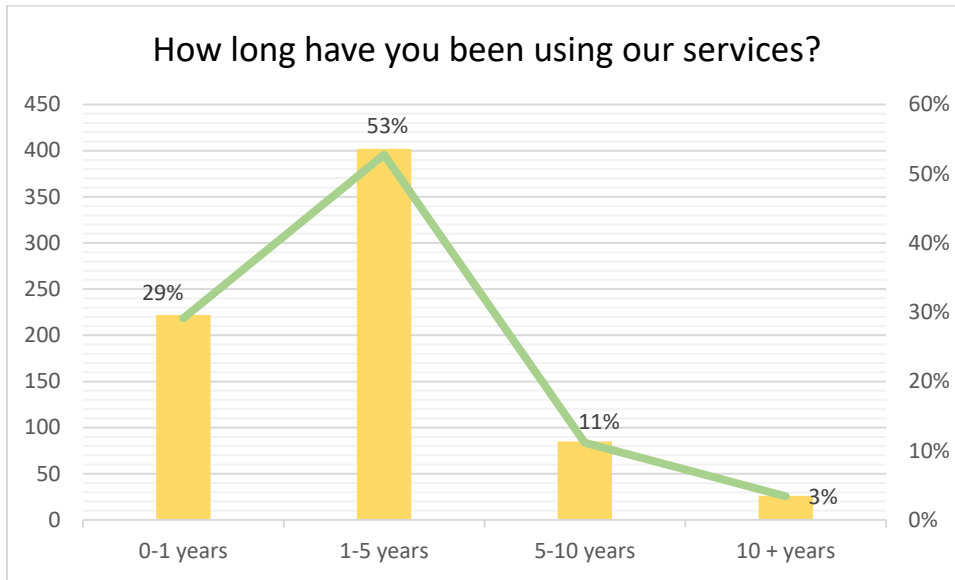


- 20% of Food Train members have no other care and support
- 83% of Food Train members receive one or more of the following services: a care call, personal care and /or community alarm

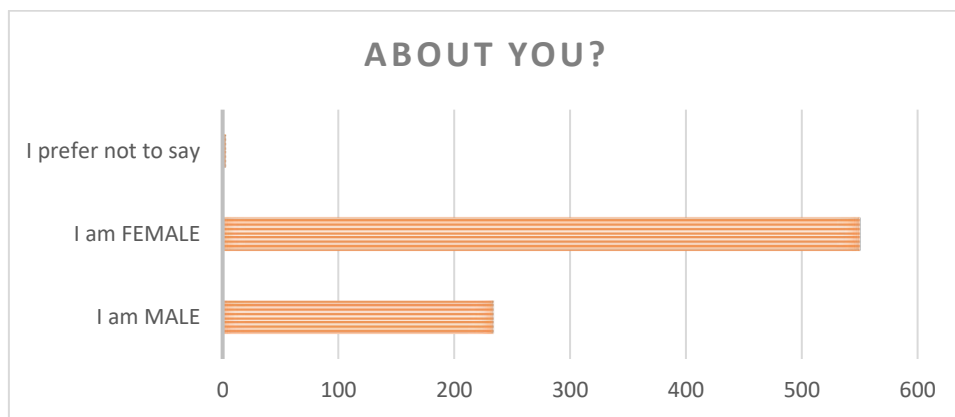


- 91% of Food Train members are in receipt of essential food supplies or a healthy and nutritious home cooked meal

Over the last year, some services were reduced or paused due to Covid to ensure we could fully support all members with their food needs. This is reflected in the chart above.

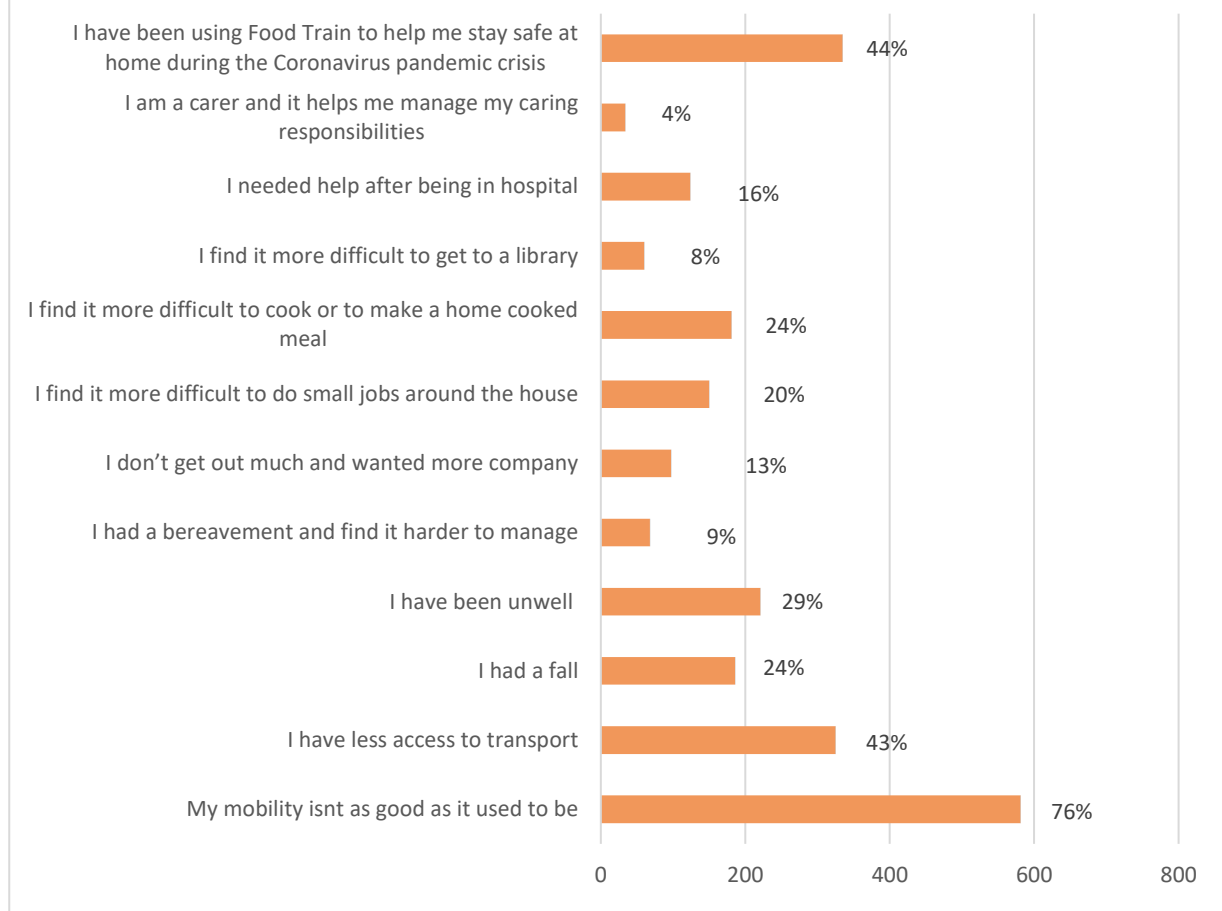


- 67% have been members for more than 1 year
- 14% have been members for more than 5 years



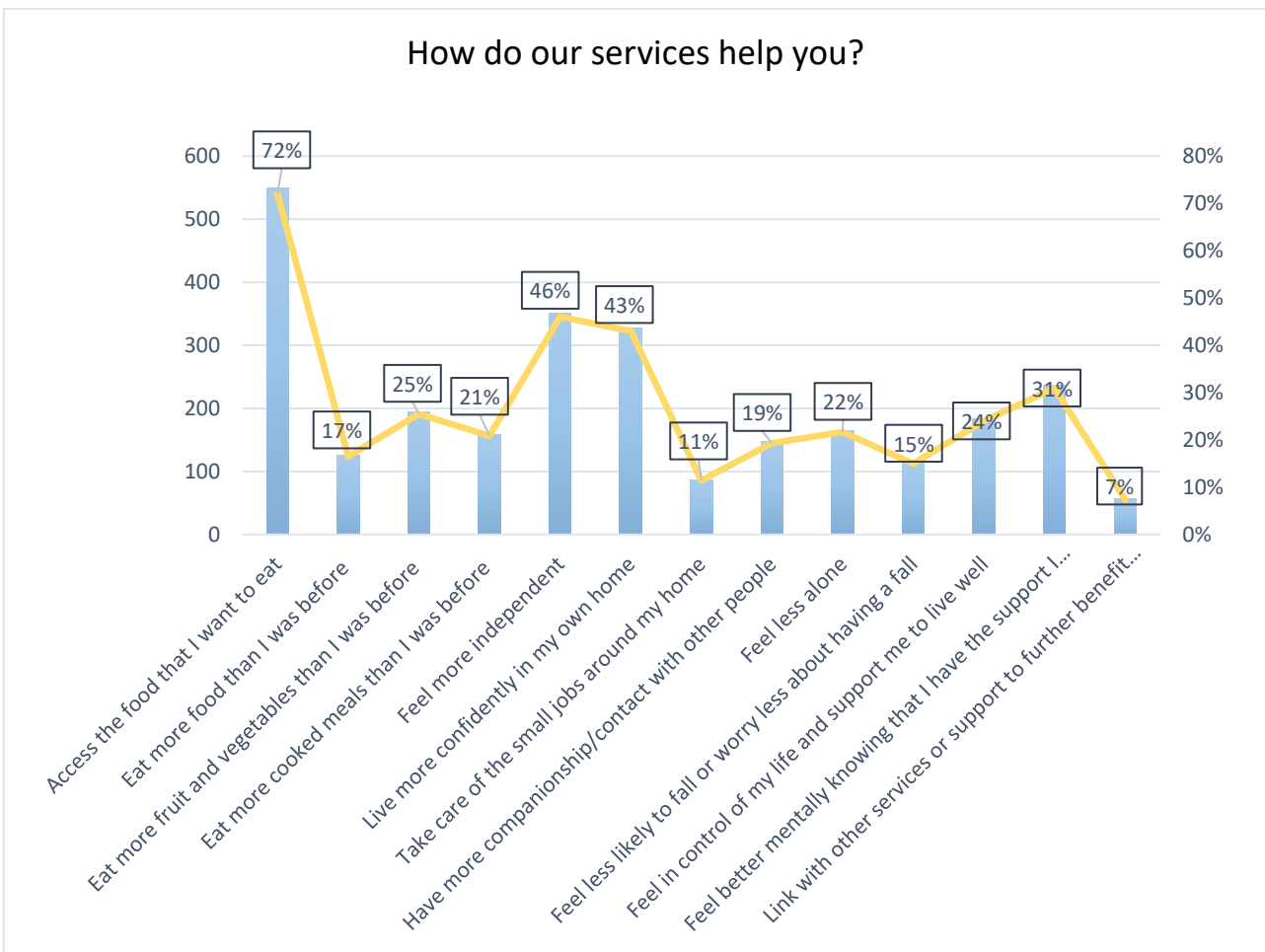
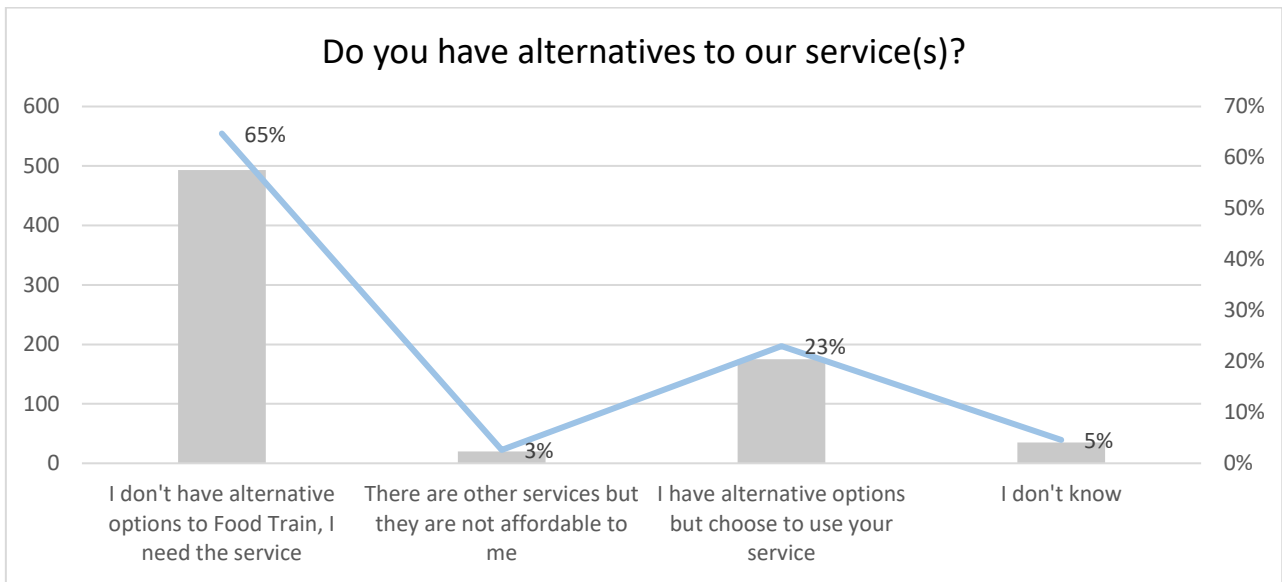
- 72% of members are Female
- 28% of member are Male

## What are your reasons for using our service(s)?



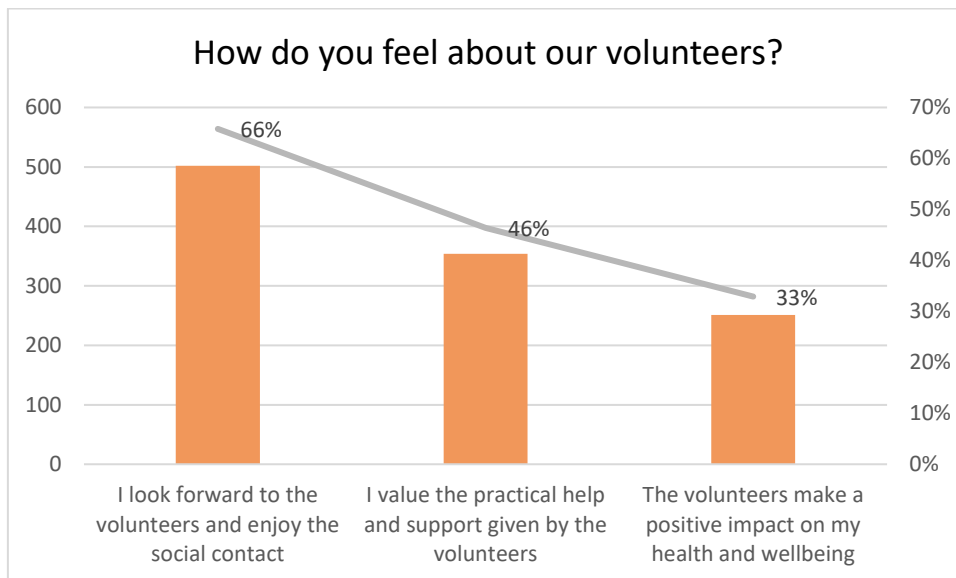
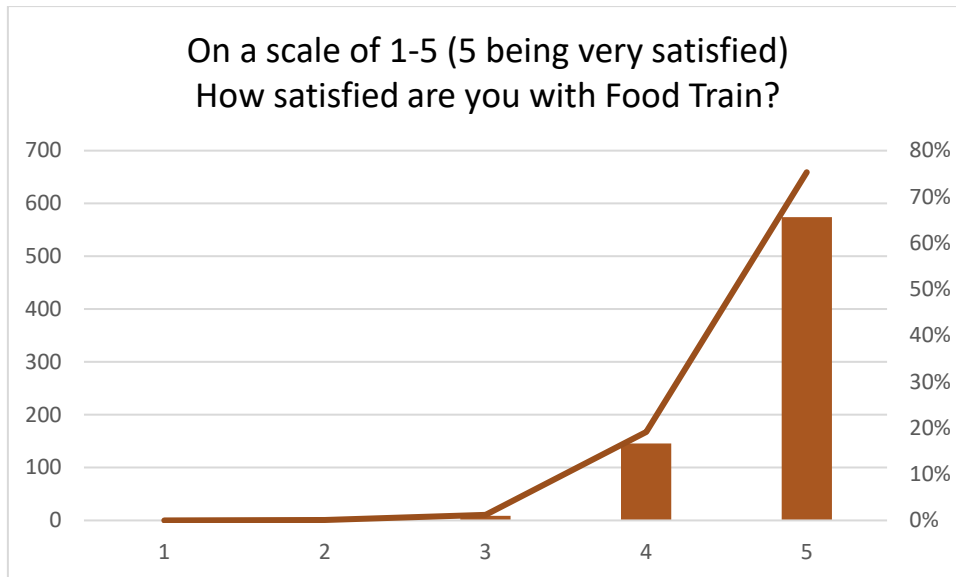
### Additional Comments

- Self-Recovering from a stroke and wife diagnosed with dementia. I am wheelchair and house bound. All my food comes in my weekly order by your van. I can do it all by microwave.
- I'm disabled and find it difficult to shop and walk.
- I am registered blind and although my husband drives, he has mobility issues, so carrying heavy items is very difficult for us. Food Train shops for me in the Co-op as their own brand items have Braille.
- Because of my health I am not strong enough to go out and do my shopping and I am very restricted for transport. You are a lifeline for me



### Additional Comments

- You helped us self isolate, wonderful that the orders are taken over the phone
- The interchanges with the office / deliveries are welcome during the lockdown
- I'm afraid to go out alone, my sight is not good so I'm not good in traffic
- Cannot be beaten, I do not feel alone.
- The helpers are all very helpful and pleasant. I would miss them very much if they weren't available



### Additional Comments

- Without exception every person who has come with my groceries has been very pleasant and cheerful, good as they could be the only people I see that day
- I look forward to the laughter, it lifts my spirits, I can get very downhearted
- My fridge was always empty because I can't carry bags of groceries anymore, nowadays thanks to the volunteers my fridge is always full
- They are always friendly and helpful. They chat, put heavy stuff away
- So reliable and helpful and that sets you up for the day. Couldn't manage without their help - very much appreciated.
- Weatherwise, wouldn't have survived without them. Endless dark winter days, I had support on the phone from a Food Train Friend
- They are always nice and polite, the only 2 people I ever see



## **OTHER SERVICES OUR MEMBERS WOULD LIKE HELP WITH**

- Gardening, odd jobs around the house, putting rubbish bags out, painting, changing light bulbs, defrosting fridge, cleaning, making the bed
- Bus trips, transport to hospital and GP, trip to supermarket, trips to seaside
- Taken out in wheelchair, out for a walk or out to a shop
- Befriending, group activities, someone to visit for a chat and coffee, someone to talk to on the phone, group activities, play Bridge
- Daily hot meals, cooked meals, cooking sessions, Weight Watchers group, help with healthy eating, help to fill out order
- Carers
- Help to access services, help to understand letters, help to find services after coming out of hospital
- Technical support to use GPS, mobiles, set up internet & tablet, make video calls to family
- Purchasing larger white goods, purchases from a pharmacist (not prescriptions) and a garden centre
- Posting letters, dropping off glass at a bottle bank, having a stock of 1<sup>st</sup> and 2<sup>nd</sup> class stamps when visiting to purchase

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

- Better 'use by' dates, less incorrect items, regular shopper assigned to order, care with container size – often too big
- Delivery more than once a week, regular delivery slot, go back to collecting list rather than taking it by phone
- More choice of supermarkets where possible

**2021 FULL SURVEY RESULTS CAN BE FOUND ON PAGES 9 to 14**

## 2021 FULL SURVEY RESULTS

<b>2021 FOOD TRAIN MEMBER SURVEY</b>	<b>D&amp;G</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Stirling</b>	<b>West Lothian</b>	<b>MM</b>	<b>FTC</b>	<b>Total</b>	<b>%</b>
Questionnaires distributed	509	160	180	105	122	182	130	260	60	1708	
Questionnaires returned	304	74	70	36	82	59	52	68	18	763	45%

<b>About You?</b>											
	<b>D&amp;G</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Stirling</b>	<b>West Lothian</b>	<b>MM</b>	<b>FTC</b>	<b>Total</b>	<b>%</b>
I am MALE	80	12	28	8	22	9	16	30	5	210	28%
I am FEMALE	224	62	39	28	60	50	36	38	13	550	72%
I prefer not to say	0	0	3	0	0	0	0	0	0	3	0%

<b>What age are you?</b>											
	<b>D&amp;G</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Stirling</b>	<b>West Lothian</b>	<b>MM</b>	<b>FTC</b>	<b>Total</b>	<b>%</b>
50-64	6	1	0	1	4	1	2	3	0	18	2%
65-74	43	12	13	7	10	8	17	12	4	126	17%
75-84	122	20	34	11	31	19	17	16	6	276	36%
85-94	119	39	22	15	34	28	15	35	8	315	41%
95 +	12	1	1	1	3	3	0	2	0	23	3%
I prefer not to say	3	0	0	1	0	0	1	3	0	8	1%

<b>How do you live?</b>											
	<b>D&amp;G</b>	<b>Dundee</b>	<b>Glasgow</b>	<b>Renfrew</b>	<b>Scottish Borders</b>	<b>Stirling</b>	<b>West Lothian</b>	<b>MM</b>	<b>FTC</b>	<b>Total</b>	<b>%</b>
Alone	218	61	57	31	56	46	44	55	14	582	76%
With my spouse/partner	74	8	7	4	15	8	5	10	4	135	18%
With another relative	9	3	3	0	10	5	1	1	0	32	4%
With my friend	0	0	0	0	1	0	0	0	0	1	0%

About any other care and support you receive?											
	D&G	Dundee	Glasgow	Renfrew	Scottish Borders	Stirling	West Lothian	MM	FTC	Total	%
Care Call	165	16	20	9	14	12	24	17	3	280	37%
Telecare	10	0	7	3	0	2	6	5	1	34	4%
Community Alarm	11	51	28	20	11	19	18	30	13	201	26%
Gardening	113	14	12	7	3	26	10	24	5	214	28%
Housework	116	23	15	14	11	20	26	38	3	266	35%
Laundry	57	16	7	9	5	10	14	19	4	141	18%
Frozen meals	48	12	10	5	35	13	12	16	8	159	21%
Preparing/cooking meals	47	9	7	1	26	9	14	19	1	133	17%
Personal care	49	17	11	3	28	10	17	16	5	156	20%
Transport	36	3	6	4	3	9	6	10	2	79	10%
Staying overnight	5	0	0	0	0	0	2	1	0	8	1%
None	68	3	24	1	32	9	7	7	2	153	20%
I don't know	1	0	0	0	2	1	0	0	0	4	1%

Which of our services do you use?											
	D&G	Dundee	Glasgow	Renfrew	Scottish Borders	Stirling	West Lothian	MM	FTC	Total	%
SHOPPING	280	66	62	33	80	59	41	6	0	627	82%
SHOPPING FRIENDS	0	5	5	1	0	0	6	3	18	38	5%
At Home	7	4	0	1	0	0	2	0	0	14	2%
LIBRARY	2	0	0	0	0	0	6	1	0	9	1%
FRIENDS	19	3	3	0	0	0	1	2	0	28	4%
MEAL MAKERS	1	1	1	0	1	1	2	64	1	72	9%
EAT WELL BUDDY (West Lothian)	0	0	0	0	0	0	0	0	0	0	0%
PHONE FRIENDS	4	3	5	1	1	1	2	5	1	23	3%

How long have you been using our service(s)?											
	D&G	Dundee	Glasgow	Renfrew	S Borders	Stirling	West Lothian	MM	FTC	Total	%
0-1 years	60	19	21	9	37	16	15	29	16	222	29%
1-5 years	180	39	35	16	42	34	25	29	2	402	53%
5-10 years	38	10	12	7	1	9	5	4	0	86	11%
10 + years	15	2	1	1	1	0	5	1	0	26	3%
I don't know	3	0	2	1	1	0	2	2	0	11	1%

What are your reasons for using our service(s)?											
	D&G	Dundee	Glasgow	Renfrew	S Borders	Stirling	West Lothian	MM	FTC	Total	%
My mobility isn't as good as it used to be	234	64	60	33	37	43	50	49	12	582	76%
I have less access to transport	145	31	28	13	25	29	30	19	6	326	43%
I had a fall	63	31	27	11	9	9	15	16	5	186	24%
I have been unwell	66	62	17	12	17	8	17	15	8	222	29%
I had a bereavement and find it harder to manage	31	7	9	2	2	3	5	7	2	68	9%
I don't get out much and wanted more company	27	16	8	1	7	5	9	22	2	97	13%
I find it more difficult to do small jobs around the house	59	16	17	9	3	8	16	20	2	150	20%
I find it more difficult to cook or to make a home cooked meal	38	22	15	5	25	6	14	52	4	181	24%
I find it more difficult to get to a library	24	8	3	3	0	3	11	7	1	60	8%
I needed help after being in hospital	41	18	18	5	12	6	13	5	6	124	16%
I am a carer and it helps me manage my caring responsibilities	18	2	2	2	2	1	1	2	4	34	4%
I have been using Food Train to help me stay safe at home during the Coronavirus pandemic crisis	151	31	34	17	32	31	18	16	5	335	44%

### How did you become aware of our services? Tick all that apply to you

	D&G	Dundee	Glasgow	Renfrew	S Borders	Stirling	West Lothian	MM	FTC	Total	%
Friend/neighbour	109	24	19	5	8	27	7	10	2	211	28%
Family member	58	5	6	5	9	8	7	8	1	107	14%
Nurse/Doctor/other NHS	28	8	19	2	14	9	11	9	5	105	14%
Housing Association	8	7	6	2	7	0	5	0	0	35	5%
Social Worker/Other social care professional	46	21	13	10	10	8	13	16	5	142	19%
Newspaper/Magazine/Radio	14	0	1	0	5	1	1	3	0	25	3%
Poster/Noticeboard/Talk	23	0	2	5	2	2	3	4	1	71	9%
Group/Other Org	21	1	0	2	27	6	6	8	0	71	9%
Other Comments	45	1	0	4	2	7	5	13	3	80	10%

### Do you have alternatives to our service(s)?

	D&G	Dundee	Glasgow	Renfrew	S Borders	Stirling	West Lothian	MM	FTC	Total	%
I don't have alternative options to Food Train, I need the service	187	54	59	23	52	34	37	35	13	494	65%
There are other services but they are not affordable to me	4	0	4	2	6	1	1	1	1	20	3%
I have alternative options but choose to use your service	76	12	9	8	22	20	9	16	3	175	23%
I don't know	14	2	2	2	2	0	1	11	1	35	5%

Tell us how our services help you?											
	D&G	Dundee	Glasgow	Renfrew	S Borders	Stirling	West Lothian	MM	FTC	Total	%
Access the food that I want to eat	231	52	56	29	51	47	42	31	11	550	72%
Eat more food than I was before	23	13	17	2	40	7	6	16	2	126	17%
Eat more fruit and vegetables than I was before	66	19	29	6	22	14	12	20	6	194	25%
Eat more cooked meals than I was before	42	20	17	2	24	5	7	38	4	159	21%
Feel more independent	142	35	37	19	29	35	30	17	7	351	46%
Live more confidently in my own home	144	40	34	14	15	30	24	20	8	329	43%
Take care of the small jobs around my home	39	14	10	3	2	2	6	7	4	87	11%
Have more companionship/contact with other people	43	11	12	5	33	6	6	27	4	147	19%
Feel less alone	52	20	13	3	27	11	9	27	3	165	22%
Feel less likely to fall or worry less about having a fall	47	10	10	9	10	9	7	5	7	114	15%
Feel in control of my life and support me to live well	76	19	20	7	16	22	11	11	2	184	24%
Feel better mentally knowing that I have the support I need	93	25	21	16	16	21	14	22	9	237	31%
Link with other services or support to further benefit me	24	4	3	0	12	1	5	6	1	56	7%
Other Comments	86	0	0	0	10	12	8	18	8	134	18%

On a scale of 1-5 (5 being very satisfied) how satisfied are you with Food Train											
	D&G	Dundee	Glasgow	Renfrew	S Borders	Stirling	West Lothian	MM	FTC	Total	%
1	0	0	0	0	0	0	0	0	15	0	0%
2	0	0	0	0	0	0	0	1	3	1	0%
3	6	2	0	0	0	1	0	0	0	9	1%
4	59	21	14	8	19	7	8	10	0	146	19%
5	233	51	54	27	62	51	43	54	0	575	75%

<b>How do you feel about our volunteers?</b>											
	D&G	Dundee	Glasgow	Renfrew	S Borders	Stirling	West Lothian	MM	FTC	Total	%
I look forward to the volunteers and enjoy the social contact	195	51	57	11	51	48	38	51	11	502	66%
I value the practical help and support given by the volunteers	143	32	41	14	29	31	28	36	15	354	46%
The volunteers make a positive impact on my health and wellbeing	88	16	26	8	26	23	22	42	9	251	33%
Other Comments	101	3	2	1	15	16	16	27	8	181	24%

<b>The Covid19 pandemic has often been a very worrying time. How do you feel about Food Train's support during the last year?</b>											
	D&G	Dundee	Glasgow	Renfrew	S Borders	Stirling	West Lothian	MM	FTC	Total	%
It has been great to have the support of Food Train during the pandemic, it has meant a great deal to me and helped me stay safe and well at home	225	52	60	17	69	46	39	42	18	550	72%
It has been of some benefit to me to have the support of Food Train during the pandemic	76	21	28	4	13	15	13	25	5	195	26%
It made no difference to me having the support of Food Train during the pandemic	4	2	3	2	0	2	6	7	0	26	3%