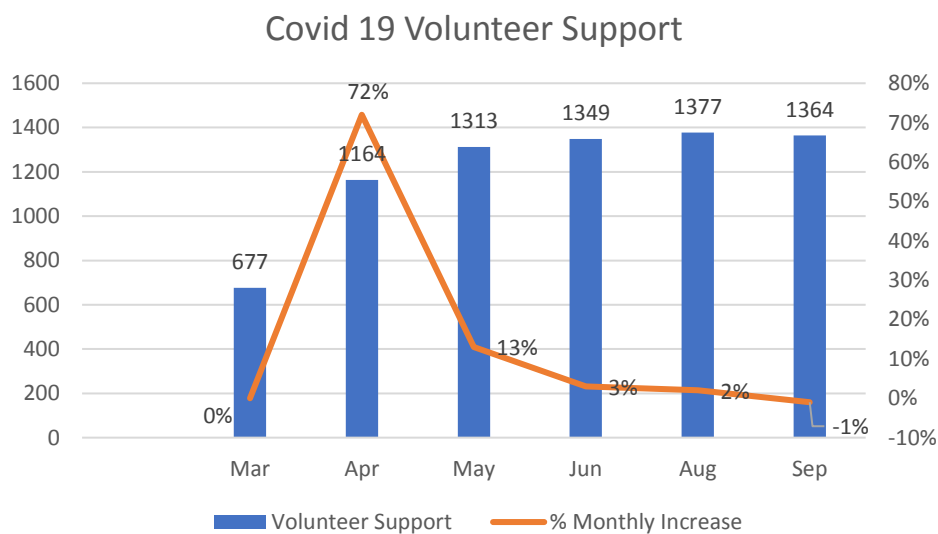




Volunteering Survey 2020

Food Train volunteers have been generously providing their time and commitment to help us deliver our essential services to support our members for 25 years, but their contribution and kindness in 2020 has never been more needed.

In a year where the Coronavirus pandemic saw nationwide closures of businesses and millions of employees furloughed, our volunteers put aside their own fears and anxieties and put the safety and health of our members first. They rallied to support Food Train make sure older people, at most risk of the virus, had access to food via our Shopping and Meal Makers services. Volunteers also stepped up to support our Connects one to one Shopping service and be part of our Check-In calls (subsequently launched as Phone Friends), introduced in direct response to the pandemic crisis. Their amazing efforts resulted in older people having nationwide food access and achieved 10,000 calls to our members. Since the start of lockdown, we saw an increase in the number of people registering to volunteer with Food Train, responding to the emergency need for food and continued social connections.



Carrying out their volunteering using supplied PPE, adhering to Government and NHS guidelines on social distancing and hand sanitizing, ensuring our shopping boxes and vehicles were sanitized after every delivery, they adjusted their normal practices to safely continue providing everyday essential contact, connection and doorstep deliveries of food and meals to our members, which was truly valued.

In our 2020 Member Survey, members told us just how important those visits were and how they felt about our volunteers:

- 63% said ‘they look forward to the volunteers and enjoy the social contact’
- 47% said ‘they value the practical help and support given by the volunteers’
- 33% said ‘the volunteers make a positive impact on my health’

Additional comments from our members include:

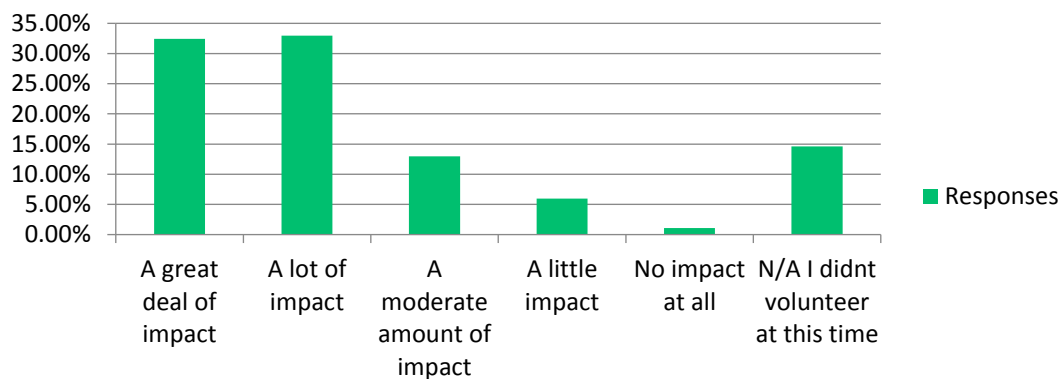
‘I admire each and every one of them for putting themselves on the frontline to help others’

‘They are angels, friends, uplifting, helpful, caring, indispensable, encouraging, cheerful, very approachable’

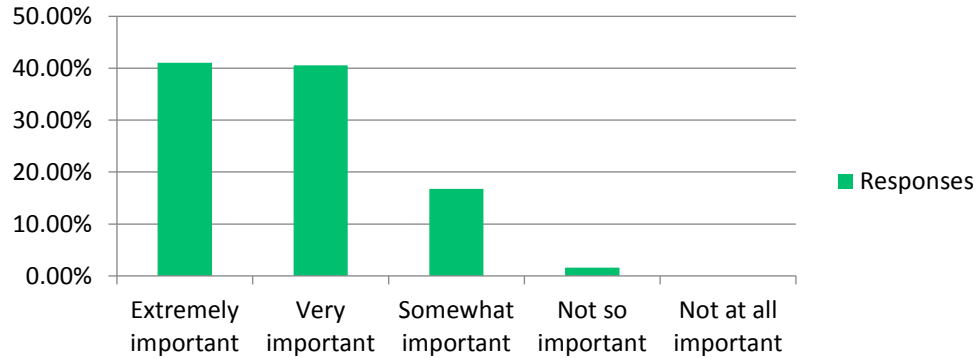
‘No matter how down you are, you are not down after their calls, they are a credit to you’

Listening to the views of our volunteers and working to bring them the best possible volunteering experience is important to our Board of Trustees and staff team. Our annual volunteer survey helps us to do that. Our 2020 survey was completed by 185 volunteers either online or in paper format from across all services in all areas. The charts that follow show the results of the 2020 survey.

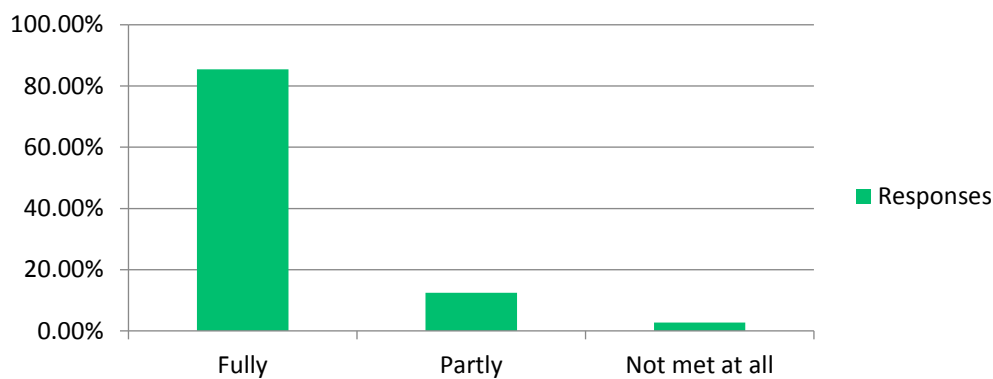
How much of an impact do you feel your volunteer work at Food Train had, during the lockdown phases of the 2020 Corona Virus pandemic?



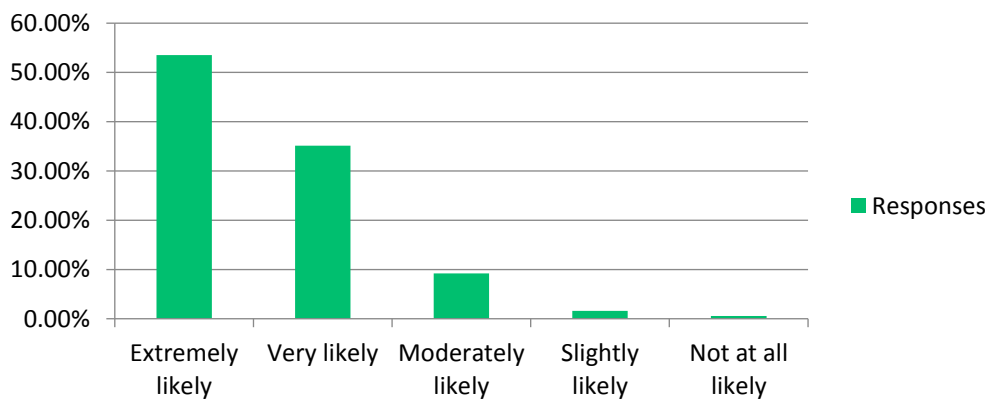
Do you feel the volunteering work you do at Food Train is important to your local community?



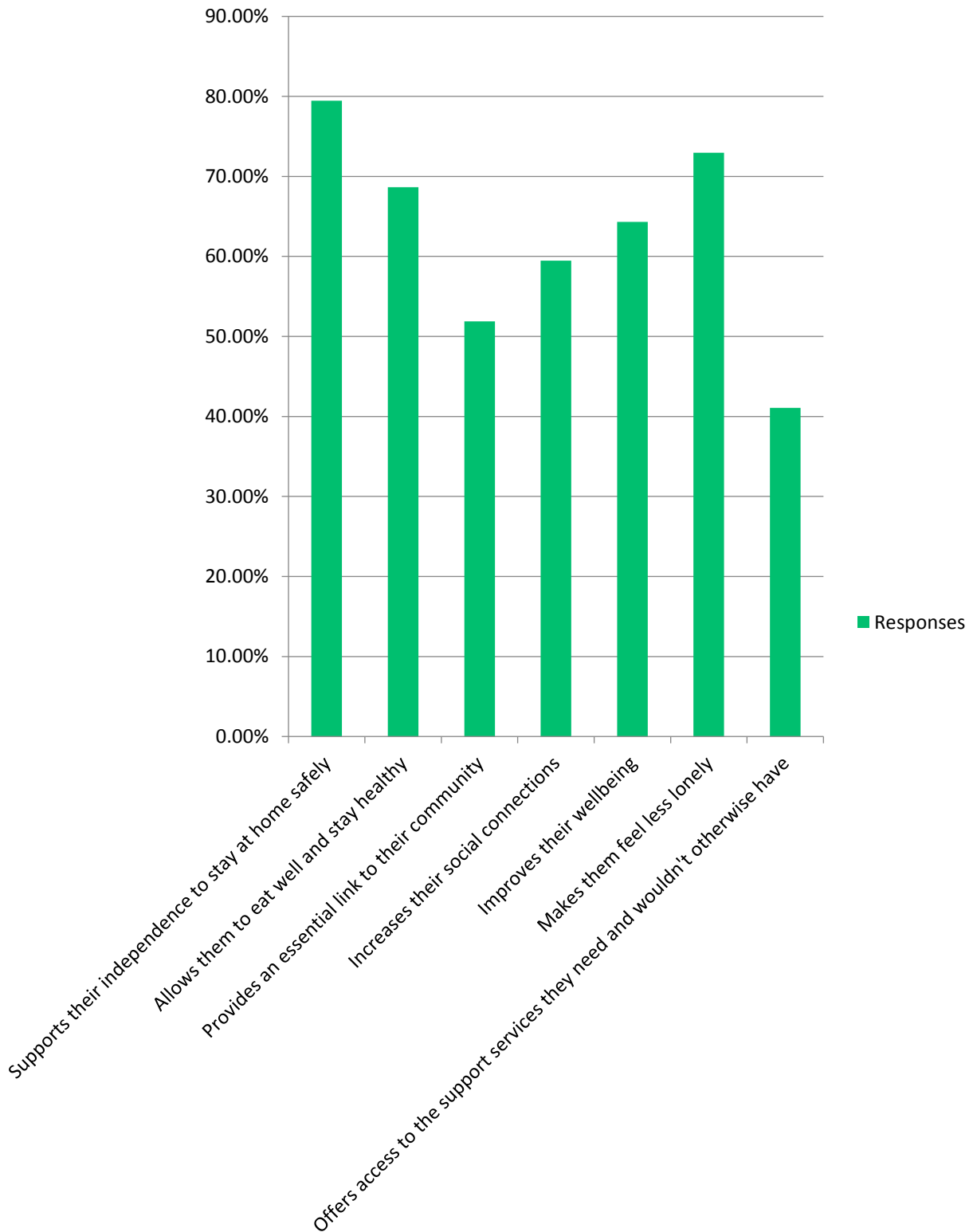
To what extent does your volunteering with Food Train meet your expectations?



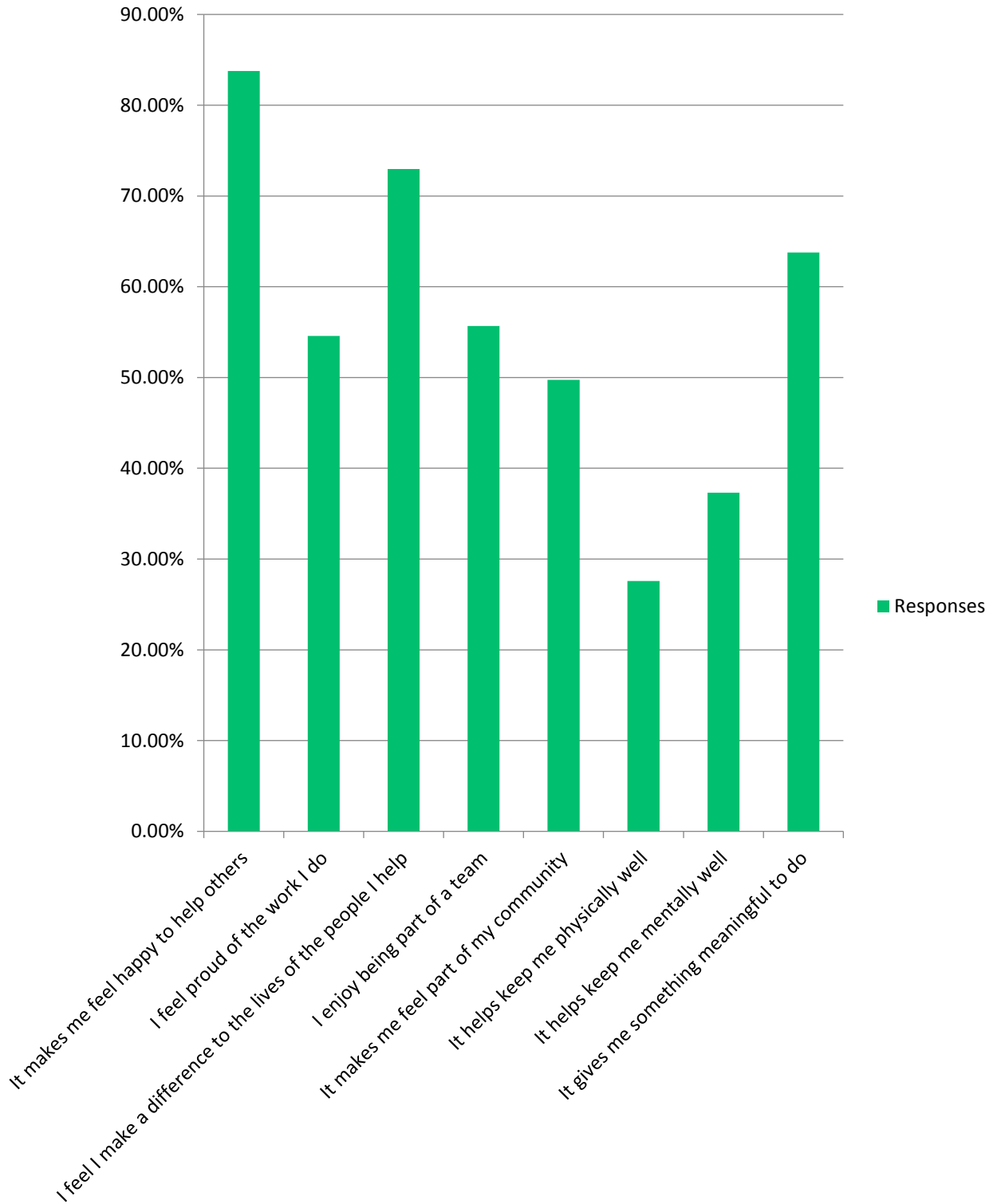
Would you recommend volunteering with Food Train to family and friends?



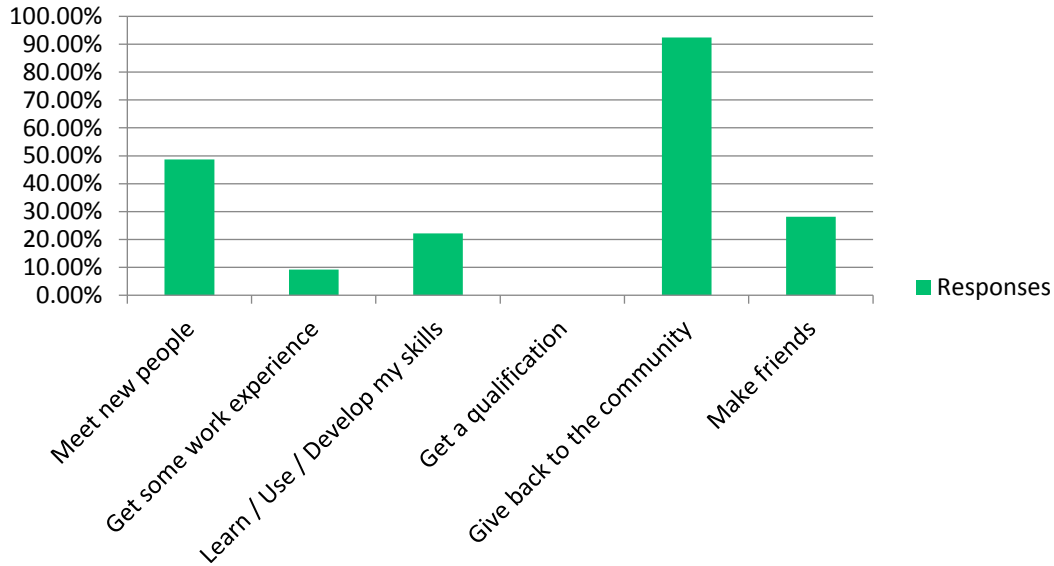
What impact do you feel your volunteering work with Food Train has on the older members who receive our services? Tick all that apply.



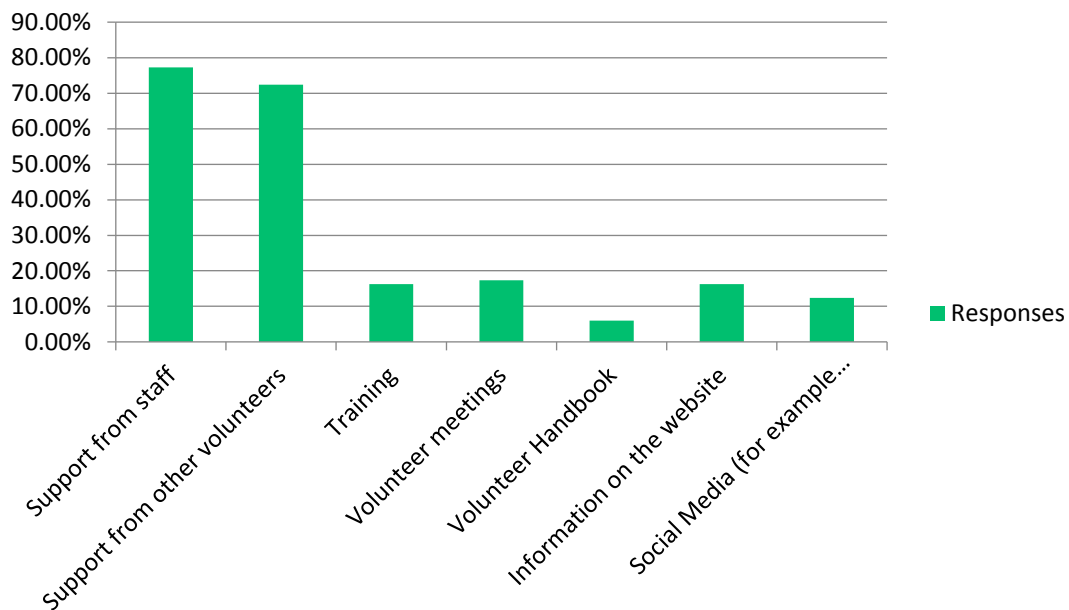
What impact does your volunteering with Food Train have on you as an individual? Tick all that apply.



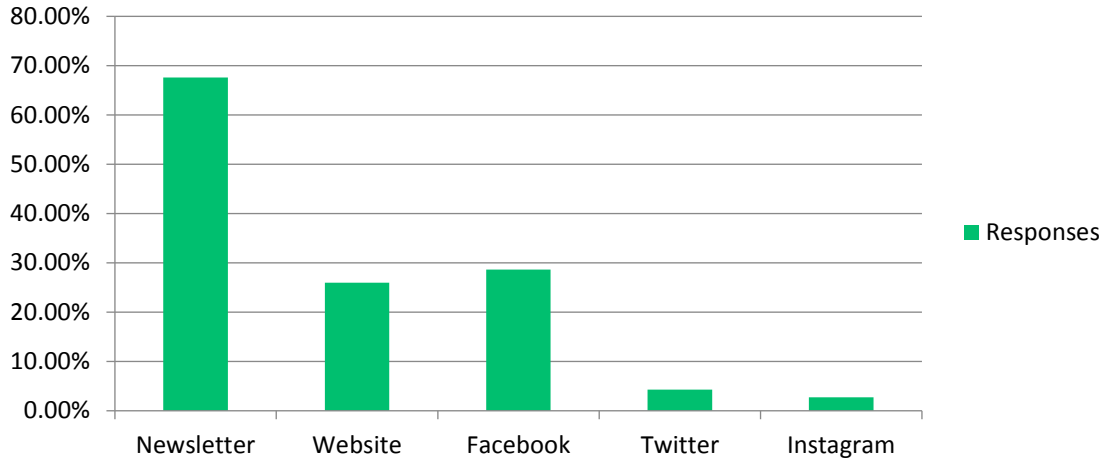
When you started volunteering with us, what did you hope to gain? Tick all that apply.



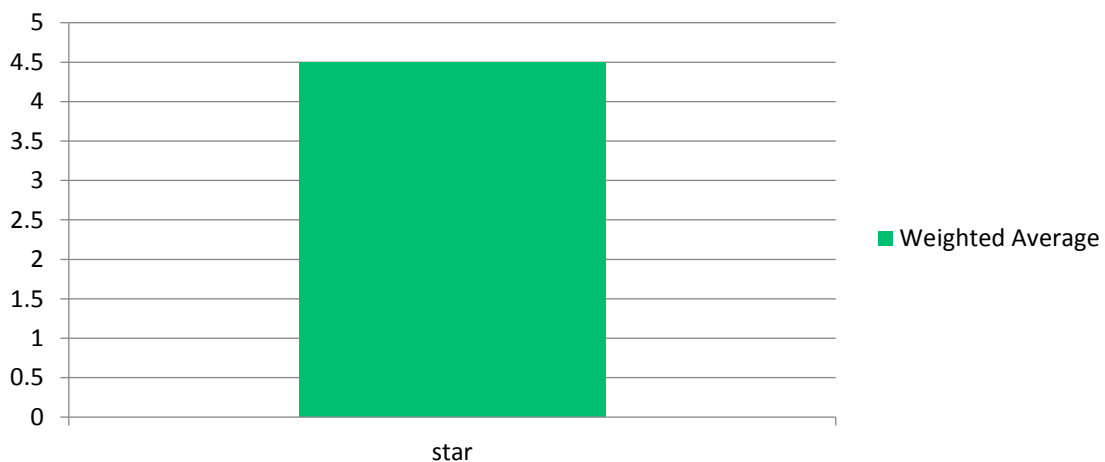
What support have you found useful? Tick all that apply to you



Which source of Food Train news do you find helpful in your volunteering? Please tick all that apply.



Overall, on a scale of 1-5 (where 5 is extremely satisfied) how satisfied are you volunteering with Food Train?



- Great to be part of something that helps the elderly out and has helped me be more positive about myself with other aspects of my life.
- Enjoy all aspects of the service and meeting other volunteers. It is worth hearing feedback from everyone regarding their experiences especially in this difficult period we are going through
- I really enjoy volunteering & meeting new people, all the paid staff have done a fantastic job during this difficult time

- Very easy to start volunteering with Food Train and all the staff have made me feel very welcome. I'm glad to have something meaningful to do at this time.
- Covid has been a block in the road to a positive experience and my chance to be of any benefit.
- I have only recently had the luck of joining the team and look forward to many more months and years of doing my wee bit to help

Volunteer suggestions and feedback on the operational aspects of service delivery will be shared with staff for consideration and further discussion as appropriate

Some volunteers are missing their volunteer meetings and get togethers, paused due to restrictions on gatherings

Some volunteers expressed the need for more consistent training, especially for new volunteers joining the service, but recognising the extreme set of circumstances 2020 has brought and the challenges to be overcome

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

www.mealmakers.org.uk

www.eatwellagewell.org.uk

www.foodtrainconnects.org.uk

