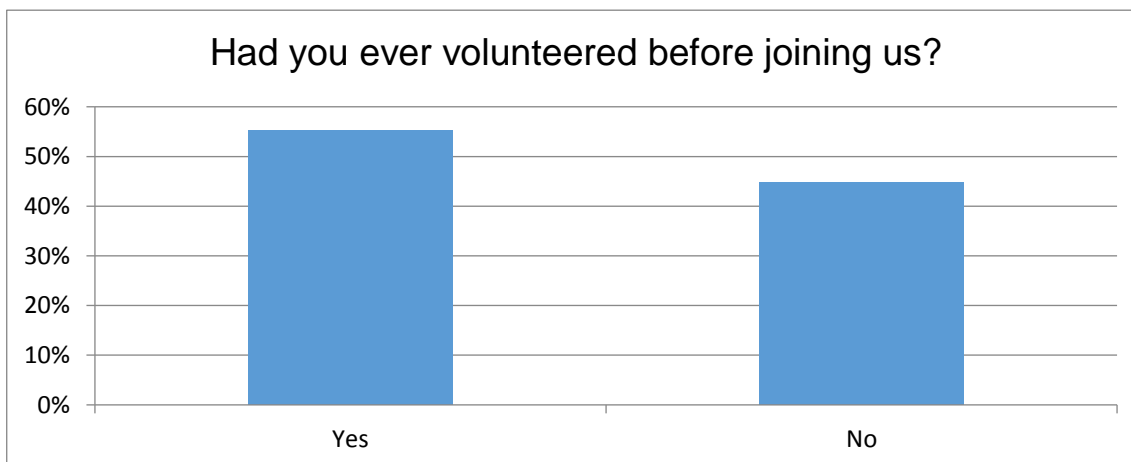
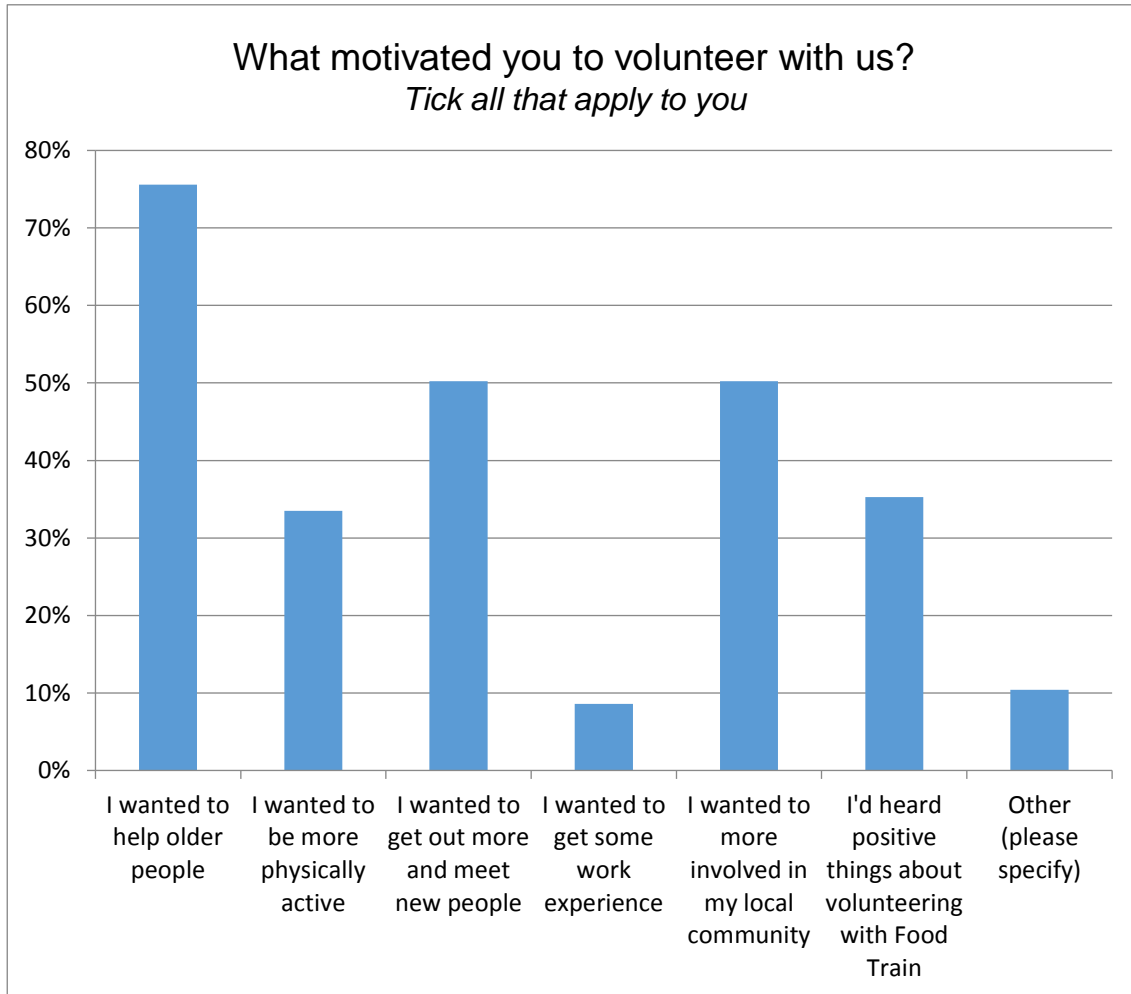
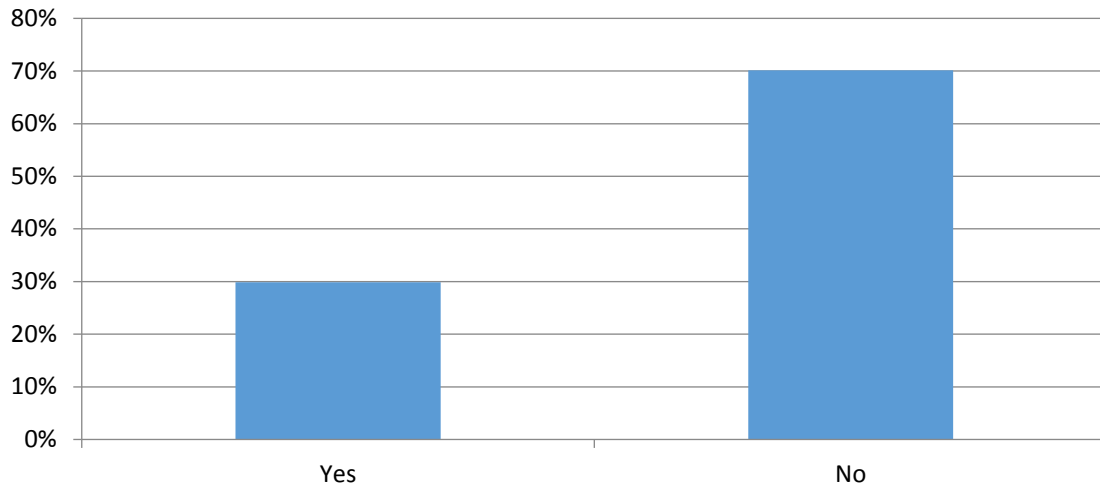


2017 VOLUNTEER SURVEY

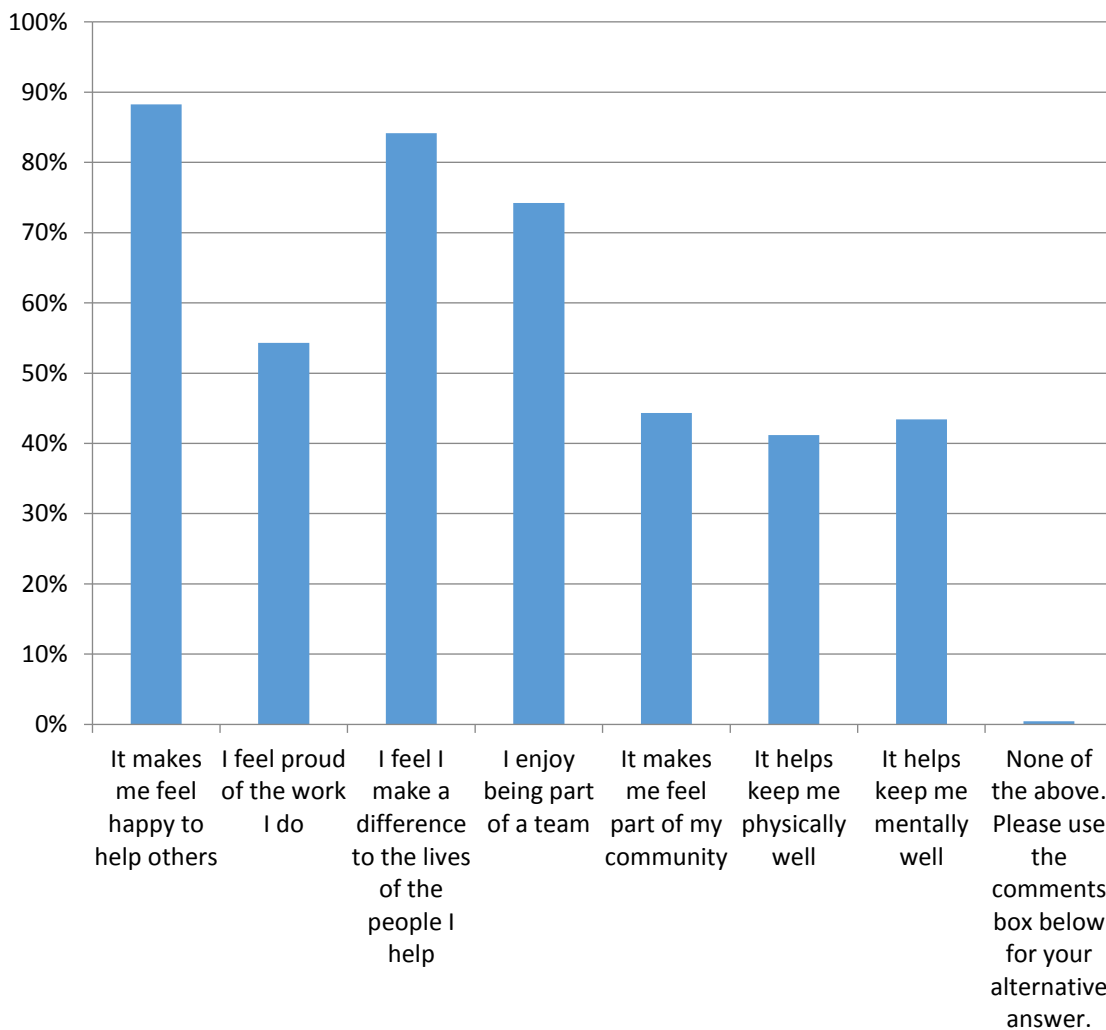
Volunteers are a vital part of Food Train, without them we simply couldn't support our members so well. Listening to their views and working to bring them the best possible volunteering experience, is an important task for staff. 222 surveys were completed online and in paper format from volunteers across all services in all areas.



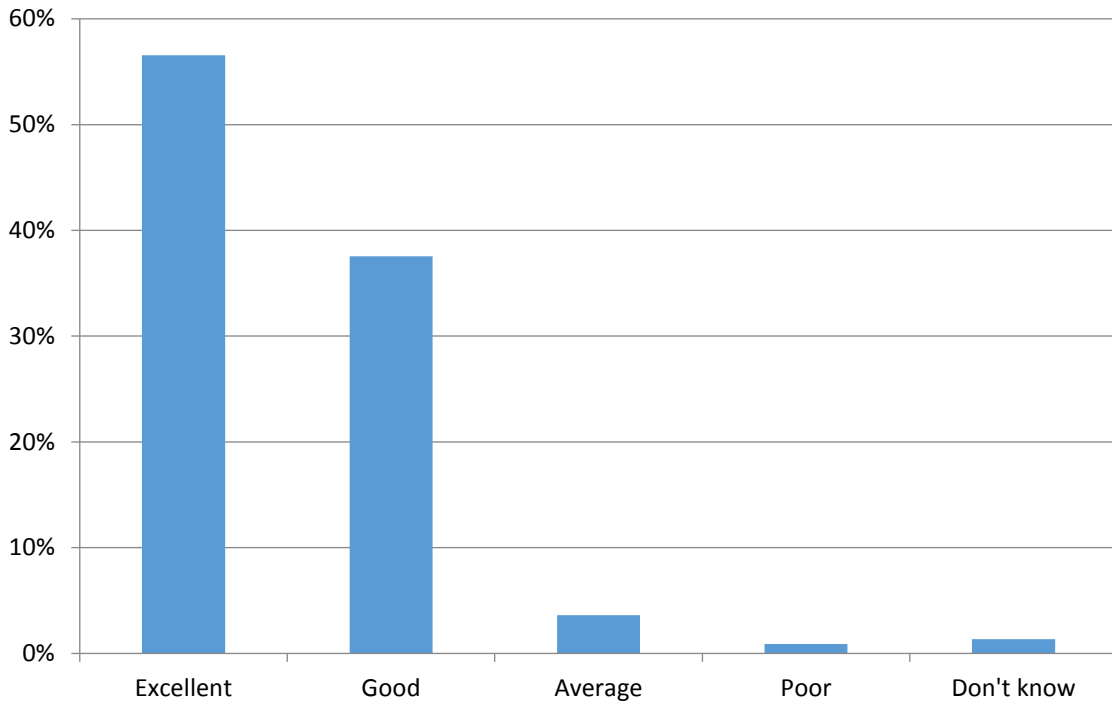
Do you currently also volunteer with any other organisations?



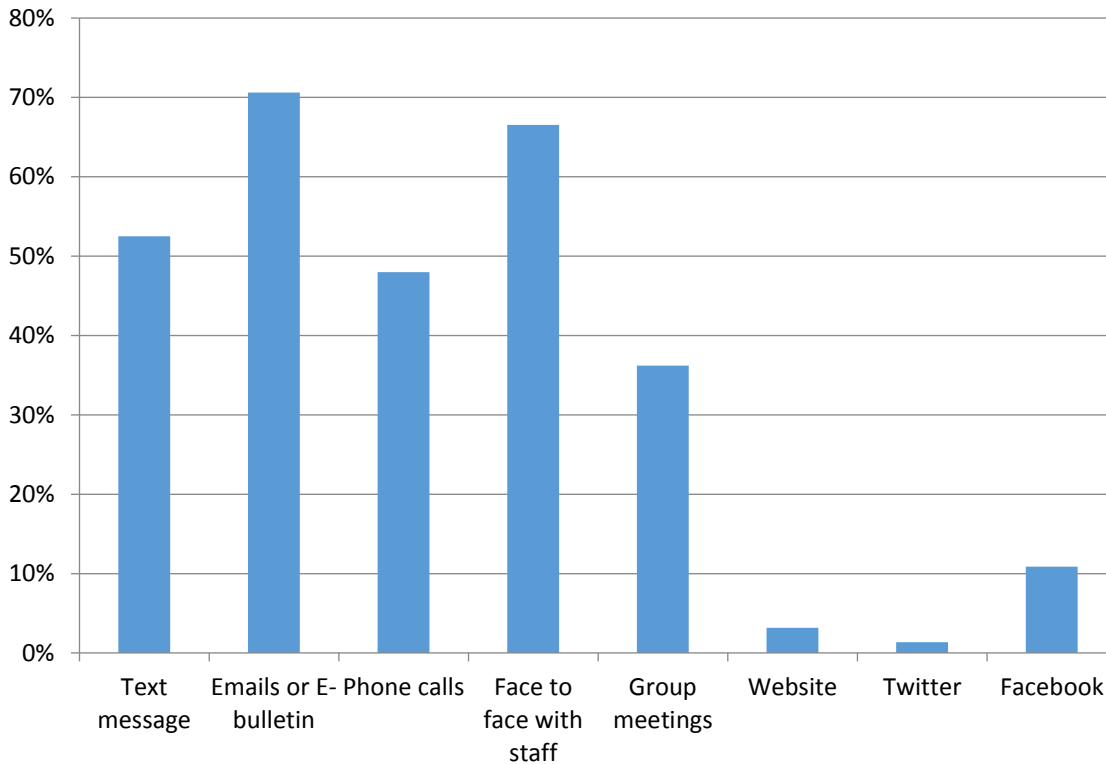
How do you feel about the volunteering work you do with us? *Tick all that apply to you.*



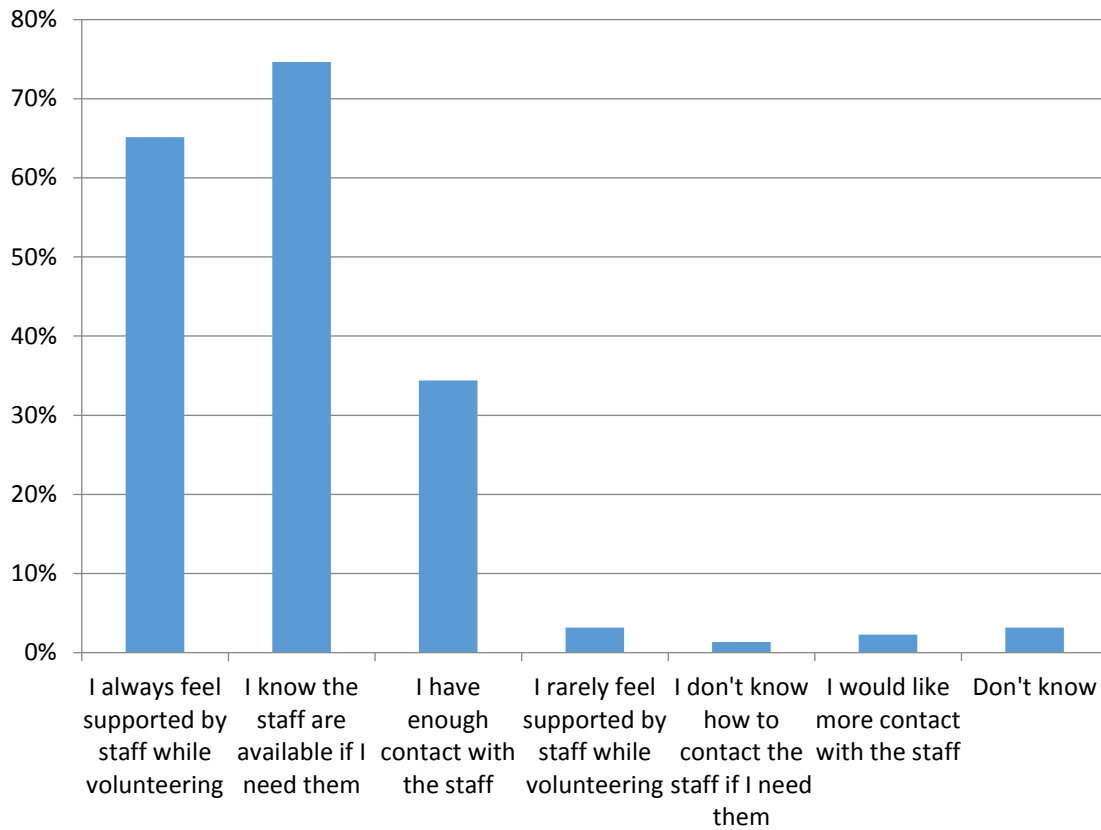
Overall, how do you rate your volunteer experience with us?



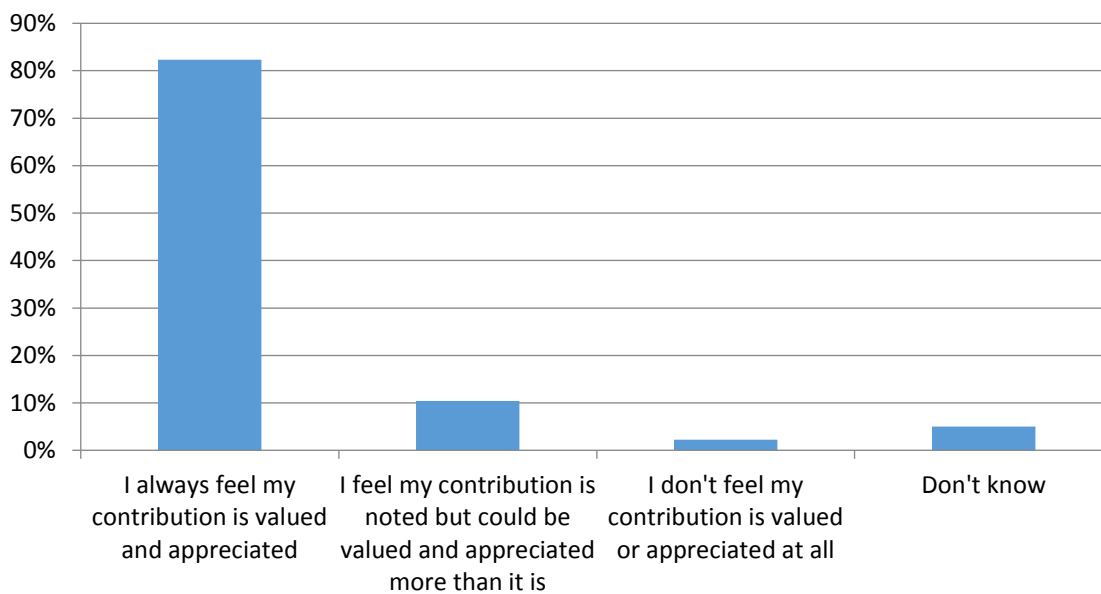
What aspect of communication from Food Train works well for you? *Tick all that apply to you*



Do you feel supported by our staff while volunteering with us? *Tick all that apply to you*



Do you feel valued and appreciated while volunteering with us?





Volunteers had the opportunity to provide additional comments and suggestions; below is a snapshot of those received.

As a shopper I am happy with the company of the other volunteers and hope the customers are happy with the choices and sometimes the guesses we make about the shopping lists.

I am very happy with the Food Train. I feel it is a privilege to help other people who are vulnerable, lonely, just need a friendly face and a chat.

I think everyone at Food Train does a great job. Perhaps an odd social event at the weekend would be good so those who work could be involved but appreciate that might not be convenient for everyone.

Enjoying having the chance to experience all aspects of volunteering with Food Train... able to find what suits me best.

I started volunteering with Food Train 2 years ago when my youngest started school. I thought it would be a good way to get me out the house and have some routine to my week. I work part time and knew of Food Train through my work so am proud to play a small role in this organisation which provides a much needed lifeline to older adults in our community.

Volunteering with Foodtrain is a positive experience and would recommend to others looking to volunteer.

I haven't been with Food Train very long so I am still finding my way. Group meetings are very useful to hear the other volunteers input.

I really enjoy working with Food Train and feel that I am actively supporting older people to live independent lives in their communities. The staff are first rate and no problem is ever too difficult for them to resolve. The team of volunteers are a great group of like minded people and I have made many new friends during my time with food train. Overall I think the service, staff and volunteers are really appreciated by the customers and only hope that the service can expand to meet more of their needs to continue to live independent lives in their own communities.

I volunteer with a welcoming friendly and helpful group of shoppers. I would appreciate a greater level of feedback in my shopping. Repeated mistakes make for unhappy customers, top up shoppers & delivery people. Please let me know if I get things wrong.

A monthly email to update volunteers .

Opportunities to go on short courses to increase my up to date knowledge of the ageing process and accompanying associated problems such as dementia and how to appropriately respond to minimise distress should this be necessary .Also First Aid update would be useful.

Would like to be informed by text or phone earlier when I have volunteered for a minibus trip. Sometimes shopping lines are a bit vague, and we have to try guess work, it would be helpful if there was some type of feed-back from the customers, so we know that - a) I guessed right OR - b) I didn't guess right, but the customer was happy with what we have sent. OR even c) they were completely dis-satisfied.

More meetings with staff to put our points forward. Also more volunteer outings rather than just xmas, would be willing to contribute towards said outings

Small suggestion. If a volunteer can't attend their usual shopping slot there doesn't seem to be a regular way to notify office. I've texted my apologies but didn't receive acknowledgement so I wasn't sure if it had been received. Good survey thanks.

I think visiting different elderly clubs would help and another advert in church or local paper Saltcoats and Ardrossan herald for example, I found out about volunteering on back page of my church magazine and went along met Marri so glad I did

Feel the link between office and van drivers/helpers is close but shoppers maybe don't feel so much in the loop.