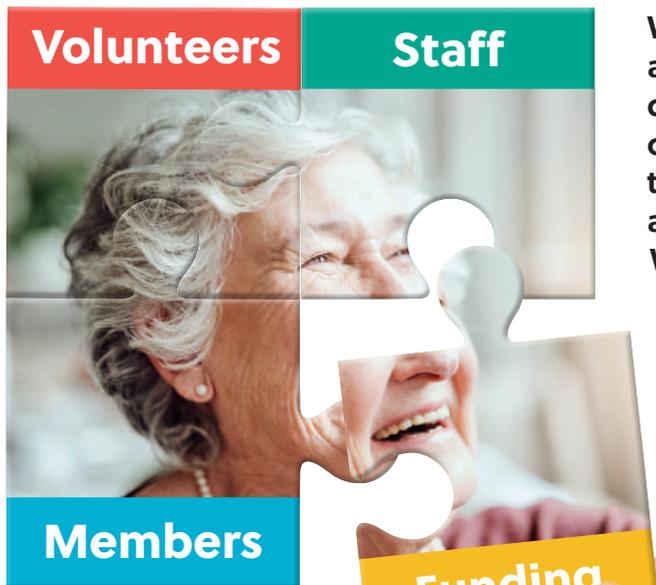




Launching our new logo and 25th Anniversary Celebrations



Welcome to our members, volunteer and friends across Scotland. 2020 is an exciting year as we celebrate Food Train's 25th Anniversary and launch our brand new look. We asked you all what you thought about our identity and the majority agreed a cleaner and more modern look was needed. We are thrilled to unveil our new logo family and hope you like it. You'll start seeing the changes on our vans, print materials, social media and uniforms in the coming weeks and months.

You may remember from our Autumn edition that we continued to look at the success of Food Train over the past 25 years and how it is 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. In the last edition we dedicated our front page and the second piece of the puzzle to our staff thanking them all for their hard work, dedication and drive, not only helping Food Train become a successful and thriving Charity, but helping our members get the practical and social support they need to live well at home. The third piece of the Food Train puzzle is dedicated to our funding.

In 1995, Food Train started life with a small group of dedicated volunteers and very little funds - or need for funds - supporting a handful of older people in Dumfries. Fast-forward 25 years and here we are with over 2300 beneficiaries, over 1000 volunteers, 5 services, 7 geographic branches, a national project and 40 vehicles on the roads. With all this exciting growth comes increasing costs though and a need for increased income. Let's take a look at the mini puzzle pieces that make up our 'funding' and keep our magnificent train on the track. See *page 2*

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Public sector contracts

Keeping our service fees affordable is only possible due to funding support from local Health and Social Care Partnerships.

37%

Grant funding

Whilst public sector funding allows us to maintain our local branches, new developments and continued local and national growth are often only made possible via other grant funding.

44%

Service delivery & membership fees

We endeavour to keep our service delivery and membership fees as low as possible to ensure our services are accessible and affordable to all older people at their point of need. That said, service fees are an important and necessary part of Food Train's income.

13%

Local & national fundraising campaigns

Even with service charges, contracts and grants, there can still be gaps in our money pot, affecting our ability to maintain and continue growing our services. Local and national fundraising activity allows us to help fill those gaps and keep us on course.

6%

With grant funding making up our biggest income source overall, here's a snapshot of a few of our current larger funders who have made a significant contribution to our growth and development.



YEARS FUNDED: 9 years
NO OF PROJECTS: 3

MADE POSSIBLE: befriending services in Dumfries and Galloway and West Lothian, our national Eat Well Age Well programme.



YEARS FUNDED: 1 year
NO OF PROJECTS: 1
MADE POSSIBLE: reducing our environmental impact in 5 local authorities by switching 9 of our diesel vans to electric, extending our reach to East Renfrewshire and Clackmannanshire.



YEARS FUNDED: 7 years
NO OF PROJECTS: 2
MADE POSSIBLE: organisational and national development.



YEARS FUNDED: 12 years
NO OF PROJECTS: 6 projects, 3 internships
MADE POSSIBLE: organisational development, national development, extending our reach to England/Wales, befriending services in Dundee.



YEARS FUNDED: 3 years
NO OF PROJECTS: 3
MADE POSSIBLE: national development, Meal Makers development, IT/ digital development, introduction of a Marketing & Fundraising role.



YEARS FUNDED: 6 years
NO OF PROJECTS: 2
MADE POSSIBLE: national development, extending our reach to England/Wales

Welcome from the CEO



It's our Birthday! 2020 is the 25th Anniversary of Food Train and we are looking forward to a whole year of celebrating. This is our first newsletter for 2020, I hope this issue finds you all well. You'll see we have a brand new look to our newsletter, more on that below.

Reaching 25 years is an amazing milestone for Food Train, from very humble beginnings in Dumfries so ably and passionately led by local older folks themselves, we really have come a long way. We have been able to help thousands of older people over 25 years, bringing much needed practical help, vital food and meals, and lots of social support too. We couldn't do any of that without our amazing volunteers, who over the last 25 years have given their time so generously to help our members. It seems fitting that we celebrate 25 years in a way that typifies Food Train; with monthly birthday parties covering all our local branches so as many of our members and volunteers as possible can join in the fun and celebrate together. The first of our parties was in January in Annan with over 60 folk there. We had all the right ingredients; great party food, music to dance and sing-along to, lots of happy chat and a super birthday cake. To add a bit of fun to our parties, we are having a Great Food Train Bake Off competition, with all the cakes being judged at the end of the year and a prize for the winner.

It also seems the right time for Food Train to get a birthday makeover. We have asked our members, volunteers and staff for their views on our identity and based on everyone's feedback we are keeping our name but having a new look for all our services, with a new main logo and logo family for all our other services. Over the coming weeks and months, you'll gradually see our new look on our vans, volunteer uniforms, websites, social media and our print materials. I hope you all like our fresh new look!

Approaching any big milestone or birthday is a great time for pausing and reflecting. Having been with Food Train for 18 of those 25 years, I look back in total wonder at all we have been able to do. I'm continually amazed at the level of support Food Train has and I can't thank everyone enough for their help and support over the years.

Happy birthday and congratulations to all of Food Train, here's to another fantastic 25 years.

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

Michelle



New Van for Nithsdale



We would like to thank our friends at the Annandale and Nithsdale Community Benefit Company for part funding our new delivery van for the Dumfries branch. The van has arrived and is ready for its new logo.

Thank you

A huge thank you to Lesley from Slate Hairdressers in Dumfries who recently presented a cheque to Jen our Development Officer for £800. This fantastic sum was raised via a collection pot in the salon, client donations and the business itself, thank you to everyone who donated, your kindness is very much appreciated.



25th Anniversary Party

The Annandale and Eskdale branch kicked off our year of celebrations to mark the 25th Anniversary of Food Train with a party in Annan Bowling Club in January. We were delighted to be joined by volunteers past and present to cut the cake, pictured Irene Armstrong (past volunteer), Roberta Macmillan (volunteer), Michelle Carruthers (CEO), Mary Bell (past volunteer and current customer) and Helen McAnespie (Regional Manager).



Special Presentation

A special presentation took place at Stewartry Food Train's Volunteer Christmas Lunch recently. Delivery volunteer Iain McQueen – who is also a Bank of Scotland employee – presented Development Officer Jif Hyde and office volunteer Helen Bowick with a cheque from the Bank for £500. This is the third year in a row that Iain has secured this money for Food Train. At Bank of Scotland, staff are encouraged to spend at least one day a year volunteering in the local community. The Bank of Scotland 'Matched Giving Scheme' allows colleagues to claim up to £500 a year for time spent outside working hours volunteering for eligible charities and this is what Iain has been doing now for several years. Thank you for your support Iain.



5 Year Awards

We presented some of our remarkable volunteers with their 5 year award at our Christmas Lunch on the 13th December. Five years is so much to give and we are so grateful to all our volunteers who deliver our vital services to older people in West Lothian. Here's to the next 5 year awards!

“ Love it, so rewarding and our customers appreciate it and look forward to us coming for a wee blether so makes us happy. ”
 Quote from a volunteer



Food Train Friends

Friends in West Lothian held its first successful training event in October 2019. There has since been an additional 2 events which included another 14 volunteers. Our first two matches are successfully underway, these are providing company and new experiences for both the volunteers and customers. We are looking forward to organising our first group outing in the coming months and creating many more successful matches.



Peel Primary – 'Class of 2019'

Absolute delight to work with an amazing group of primary 4 children at Peel Primary in Livingston. We asked for their ideas for something special for our customers at Christmas and boy did these little elves deliver! They worked so hard in promoting Food Train throughout the school and at home. We were overjoyed with these Christmas gift bags containing delicious goodies, handmade Christmas cards not to mention Thank You cards for our volunteers and shortbread. Our customers have been sending in their own thank you cards to the school. Big thank you to the Head Teacher and Teachers for supporting us. Looking forward to doing it all again next year!



New Project – Eat Well Buddy

After the success of our Eat Well Buddy pilot we secured funding on the 1st December 2019 from West Lothian Development Trust for one year. This will allow us to continue to help and support older people prepare a well-balanced shopping order along with a weekly meal and snack planner. Volunteers will be matched on a one to one basis with a customer and we are already providing support to 6 customers.



Festive Cheer

Our festive period this year was brightened by a local business. Lonza, a global bioscience company contacted us through their community involvement group. The group provided 45 of our customers with a Christmas shoe box filled with goodies like hats, gloves, chocolates and even a little miniature drink. The boxes were well received by both customers and the volunteers who delivered them. A nice festive treat for everyone involved.



“ Customer Quote ”

“I have noticed there is less food wastage as my buddy helps me to plan meals, order my food and rotate the food in my fridge”

“ Volunteer Quote ”

“I absolutely love being an Eat Well Buddy, after doing the weekly shopping list and meal planner I enjoy a wee chat over a cuppa.”

Christmas Kindness

Christmas is often referred to as a time for giving, and we were absolutely delighted to be on the receiving end of this generosity over the festive period. The Bannockburn study group raised £275 for the Food Train Stirling and Clacks branch through the sales of a beautiful calendar that featured the public sculptures of Andy Scott (artist of the Kelpies and many more art pieces) along with poetry inspired by the sculptures written by members of the study group.



We were also very thankful to the Mayfield library and Friday craft group who raised £400 by hosting a lovely coffee morning on the 6th December 2019, and split the funds between the Food Train Stirling and Clacks branch and Diabetes UK.

We are so grateful to everyone for their fabulous efforts in raising funds for the branch, your support means so much to us.

Branch Expansion

In our most recent edition of the newsletter we announced that the branch had received funding from SP Energy Networks Green Economy Fund to replace our Diesel fleet of vehicles with electric vans and to expand our services to Clackmannanshire. Since then things have progressed steadily. Our first electric van arrived on site in December and we have been using it regularly on service delivery ever since. The other three electric vans just arrived at the branch in February and we're delighted with our new look fleet.

We are also pleased to announce that we are now making regular deliveries to our new area of Clackmannanshire. However, we are keen to support as many people as we can in all of our areas, so hope to be making many more in the near future! Please let us know if you know anyone in Stirling or Clackmannanshire who could benefit from using our services.



25th Anniversary – branch plans

At Food Train Stirling and Clackmannanshire we are busily hatching plans for our own local celebrations for Food Train's Silver anniversary. We're keeping the finer details of these plans under our hat right now but what we will say is keep Friday the 15th May 2020 free in your diary!

Now no party is complete without a fantastic birthday cake so we are hosting a year round Food Train wide competition to see who can come up with the best birthday cake to mark 25 years of Food Train – customers, volunteers and staff are all encouraged to give it a go!



8th Birthday!

The start of the New Year is a very exciting time for Food Train Dundee. In January we will be celebrating our 8th birthday! Can you believe we've been about that long? To celebrate we will be having a lovely lunch with all staff and volunteers together. We are also happy to announce that we have secured a new member of staff from Community Job Scotland – Jamie will be starting with us in early February as an office operational assistant, we can't wait to have some extra hands in the office!



Services



The grocery service is ticking away like clockwork, in the new year we've had a small surge of new volunteers wanting to lend a hand with the shopping and delivering which has been great! We are also hoping to obtain a new van which would mean we would have five vans back on the road, working to full capacity.

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Are you a friendly, chatty person? Do you enjoy good food and good company? Well why not come along to one of The Food Train Friends lunch clubs or outings? On the first Friday of every month we like to get together in St. Mary's Community Centre for a spot of lunch and a bit of fun. This quarters activities will see the group getting creative and crafty with wool as well as doing some table-top gardening with Trellis. We do enjoy getting out and about as well so when we're not at our lunch club, you can find the group exploring Dundee and the surrounding areas, we will be visiting a Monifieth farm shop and café as well as venturing out to Rait to peruse the antique centre. If this sounds like something that would interest you, then please get in touch with Caitlyn!



The Meal Makers service in Dundee is looking for more cooks! Do you, or does someone you know, enjoy cooking? Why not try our meal share service out for size. Tackling social isolation and loneliness as well as battling malnutrition in older people doesn't sound like an easy job, however, all it really takes is a warm smile and a hot plate of food!



Due to the loss of Dundee City Council's Handyman Service, we will be introducing our At Home service to our members in Dundee. We would offer our members help with odd jobs around the house such as, changing a light bulb, putting up a curtain pole, etc. If you have any odd jobs needing done, please don't hesitate to give us a call, we are more than keen to see what we can do for you.

Dundee Friends Advice of the Month

We have recently introduced a new topic to our monthly lunch club, whereby our members offer advice on a different themes each month. This month, with it being January, we looked at New Year's advice as opposed to a resolution. Keep your eyes peeled for February's romantic advice in honour of valentine's day!



Co-Op Fund

The branch were delighted to be chosen by the Co-Op in Glasgow's Battlefield as one of their Local Community Fund projects for 2020!! Every Co-Op member who shops in the store and buys store branded goods helps raise funds for Team Glasgow as 1% of the sale goes directly towards us! If Battlefield is your local shop and you'd like to help fundraise for the branch then go in and sign up to become a Co-Op member before you do your next shopping!



New Team Member

Team Glasgow were delighted to welcome a new Community Jobs Scotland placement to the family in September last year. Becky will be with us for 12 months gaining an array of

admin and project management skills in the branch and has already proven to be a big hit with our members! Welcome Aboard Becky!

Broadstone Volunteers

We recently had a team from Broadstone Pensions Consulting join us for a morning's volunteering as Grocery Shoppers. Sinead and her team were a fantastic help and zoomed around the aisles in Asda collecting members orders like pros alongside our regular volunteers. If you or anyone you



know are interested in volunteering with Team Glasgow, please get in touch on 0141 423 1722



Christmas 2019

What can we say about Christmas and our shopping service? Monday 23rd December saw 2 staff members, 43 volunteers, 18 cups of coffee, 22 cups of tea, 5 vans, 1 minibus, 1 Vauxhall Insignia and a 6.30am start which culminated in an incredible 115 deliveries to our members across the City in 6 hrs! Our volunteers are absolute gems and they only went out and did it all again on Monday 30th December for another 100 deliveries! We're sure you'll join the staff team in thanking each and every single one of our volunteers for such an incredible job. Heres some of the shoppers having a well deserved cuppa.

Friends

Food Train Friends is still going strong in the branch and there have been a couple of new matches recently between David and Barry, Maureen and Roberta and Mary and Allison.



A few of our members attended Toryglen Community Hall's Christmas shindig and were treated to entertainment from one of the local nurseries as well as a great singer who blasted out some old hits and got everyone up dancing! Here's our Steven shaking his tail feather!

New Vans, New Horizons!

We have taken ownership of four amazing, clean, green, driving machines in the shape of our new Renault electric vans.

The fleet has been funded by the SP Energy Network Green Energy Trust. The funding is not only providing state of the art vehicles, but is also allowing us to expand our service into East Renfrewshire.



The first delivery was made before Christmas to Mrs Scott from Barrhead by Paul and Alistair, our intrepid delivery team.

Last, and certainly not least, to make this all happen, our new member of staff Fiona Hamilton has been busy promoting and developing the service in her role as Development Officer.



Floored!

We were delighted to receive a cheque for £1,000 from Lawrie Flooring through the Renfrewshire Community Benefits Fund. The fund is administered by Engage Renfrewshire and our money is to provide new protective jackets for our delivery teams.



Christmas Celebrations

The festive season was as hectic as ever, but thanks to our committed and caring team of volunteers we were able to keep all of our members supplied with their required grocery orders. Thank you to all the members who contributed towards the volunteers' Christmas lunch held in Gabriels in Paisley. Cheers!"



Five Years and Counting

Congratulations to Richard, Sheena and John, the latest of our amazing volunteers to have completed five years of volunteering with Food Train in Renfrewshire.



The Generation Game

In our local branch, we have worked over the last two years in partnership with Borders College, to offer Volunteering placements to students on the Skills for Learning & Work programme. We have seen such enthusiasm, commitment and energy from all the students who have been with us, and we'd like to thank them for all that they have done. We also welcome our new volunteers from the college, who started in January. There is something very special about the relationships our older customers form with our younger volunteers, and both gain so much from the experience. One of our customers said it's like a breath of fresh air having the young ones in every week!



Messages & Meals

Our Messages & Meals customers were treated to a lovely Christmas Lunch at Sainsbury's in Kelso in December. As well as the Turkey Dinner with all the trimmings, and delicious puddings, there were lots and lots of laughs. We had a competition over the worst cracker joke and swapped stories of Winter in the 'old days'! No-one wanted the day to end, as one of our customers told us, "This is my Christmas Day, amongst my Food Train pals. It's the best I've had in years."

A huge thank you to our volunteers and to Sainsbury's for welcoming all our older customers.



Volunteer Christmas Lunch

Our fabulous volunteers were all too busy to stop and 'do lunch' in December due to our hectic festive delivery schedule, so Team Scottish Borders had Christmas lunch at the end of January! We all got together to enjoy a lovely meal at Quins in Gala, and everyone got the chance to catch up with each other. We swapped stories about shopping and wintry days on the van, and a good time was had by all!

A massive THANK YOU to our volunteers for all their support in 2019 and here's to 2020!

Customers and Volunteers

In December we delivered over 200 shopping orders to customers all over the Borders, took our Messages & Meals customers out every week and matched our Meal Makers with cooks.

Our customer survey last year showed that the vast majority of our older customers live alone and use the Food Train to get their shopping as they have no other way of doing it.

All these services rely on Volunteers, who are willing to give up their time to help support our older customers. You can help in store with shopping or delivery, or assist us with order collecting in the office.

If you, or someone you know can help us, please contact the office.

TV Spotlight

In December STV News filmed not one but two of our meal sharing couples in Glasgow and Fife. Our Glasgow pairing of Ali (left) and Rita (right) featured not only on STV News but also made an appearance on Good Morning Britain too.



Ali (left)
Rita (right)

Our Fife pairing of Joyce (left) and Rona (right) were part of an excellent segment around the importance of company around wintertime. Needless to say they were all stars!



Joyce (left)
Rona (right)

Part of the Family

Amanda has been making a weekly home cooked meal for Ben for over one year now and they've developed a wonderful relationship. Amanda is expecting a child in the next couple of months and Ben has already made it clear that they will be welcome in his home any time as part of the family.



Crowdfunding

The lovely Yvonne (left) and Moira (right) spearheaded our crowdfunding campaign around loneliness and isolation and helped us raise a fantastic £4,500+ for Meal Makers. A massive thank you to them and everyone else who donated to the campaign.



Foodie Corner

Here's some of the fantastic home cooked meals that our amazing Cooks have been making over the past couple of months.



We would like to say a huge thanks to the Peoples Postcode Lottery for helping to fund the Meal Makers services for the past year, but also for continuing to fund us for this coming year. THANK YOU



Small Ideas, Big Impact Fund

We are delighted to announce that we're supporting a further 24 projects via our Small Ideas, Big Impact Fund! This brings our total to 47 projects with over £160,000 of grants awarded.

All the projects focus on supporting older adults in the community to eat well and live well and to help raise awareness and prevent malnutrition.

Read more about one of our projects 'Dinner at Dunbar Grammar School' below/left/right/etc.

47
Projects
Funded

Over
£160,000
of grants
awarded

Dinner at DGS

Dinner at DGS is an intergenerational project from Dunbar Grammar School. Local older people are invited to weekly social get togethers where pupils will cook and serve a nutritious meal before all generations sit down to eat together. Not only does the project provide access to good food, but also helps reduce loneliness and social isolation.



One diner said: "Everyone's lovely. There's a lot of interaction with the kids which is fabulous because it's good for them too."

Spot the Signs & Symptoms

Throughout 2020 we're encouraging everyone to keep aware of the signs & symptoms of malnutrition and to talk more about the issues that can affect the ability to eat well in later life such as:

- Changes in appetite / feeling less hungry
- Unable to access shops
- Not feeling confident in the kitchen

If you or your family have any concerns about unintentional weight loss, then Eat Well Age Well are here to help and support you.

You can call us on 0131 447 8151 and we also have lots of helpful leaflets, posters and guides which can be ordered from us or viewed online on our website.

Resources available at
www.eatwellagewell.org.uk

