



MEMBER
SURVEY



2022



Food Train
supporting older people

It is important for us to know if we are providing our members with the right help at the right time and in the right way. We want to make sure we are playing a positive role in the day to day lives of our members. This annual survey helps us understand how well we are matching the needs of members, or if we are not. We would like to take this opportunity to thank our members for completing the surveys and thank our volunteers who kindly help distribute and collect the surveys, or carry them out via telephone. All comments have 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 provide the annual survey to as many registered members as possible. Some members however, may not receive a questionnaire as they might be temporarily in hospital, in respite or be infrequent users of the service at that time. We also understand that some of our members may not be well enough to complete the survey. We received 603 completed surveys this year (763 previous year). In the majority of 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, Shopping Friends, and Phone Friends (please note services available vary by region and may have been restricted due to Covid19).



MEAL MAKERS



CONNECTS



FRIENDS



SHOPPING



LIBRARY



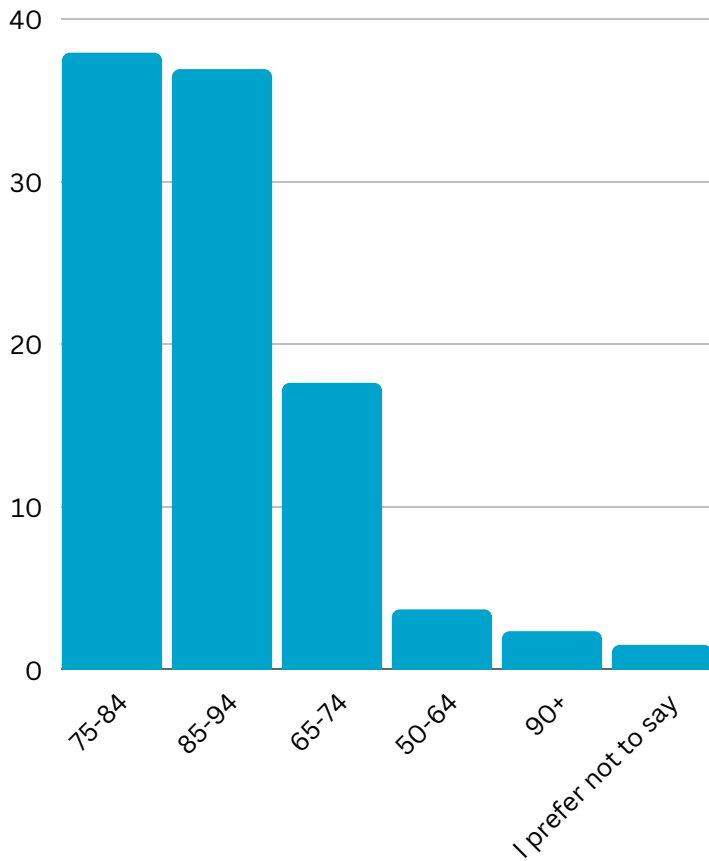
AT HOME



EAT WELL AGE WELL

AGE

We asked our members what age they are...



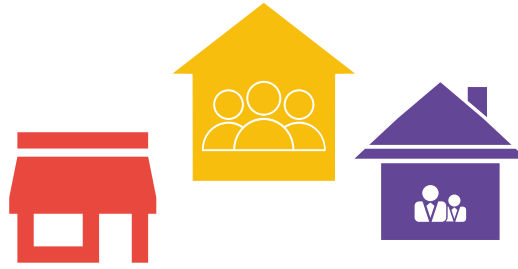
Data	Response	%
75-84	226	37.92%
85-94	220	36.91%
65-74	105	17.62%
50-64	22	3.69%
90+	14	2.35%
I prefer not to say	9	1.51%



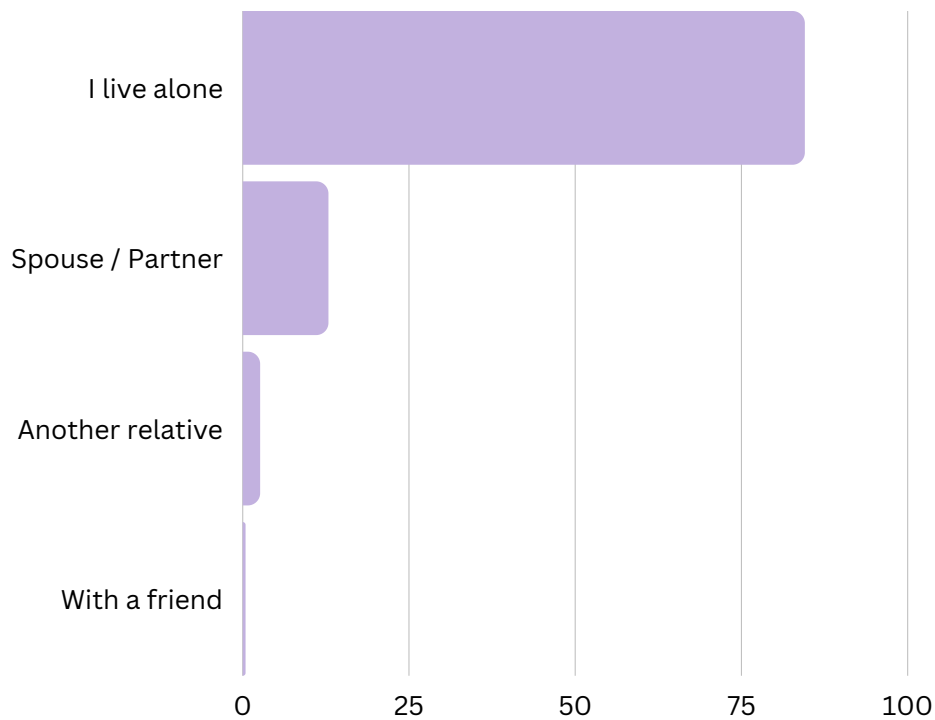
I will be 96 next birthday. I am housebound and unable to do most tasks.



I really enjoy the visits from my cook and the lovely meals she brings.



We asked our members about their home life and if they live alone or with other people...



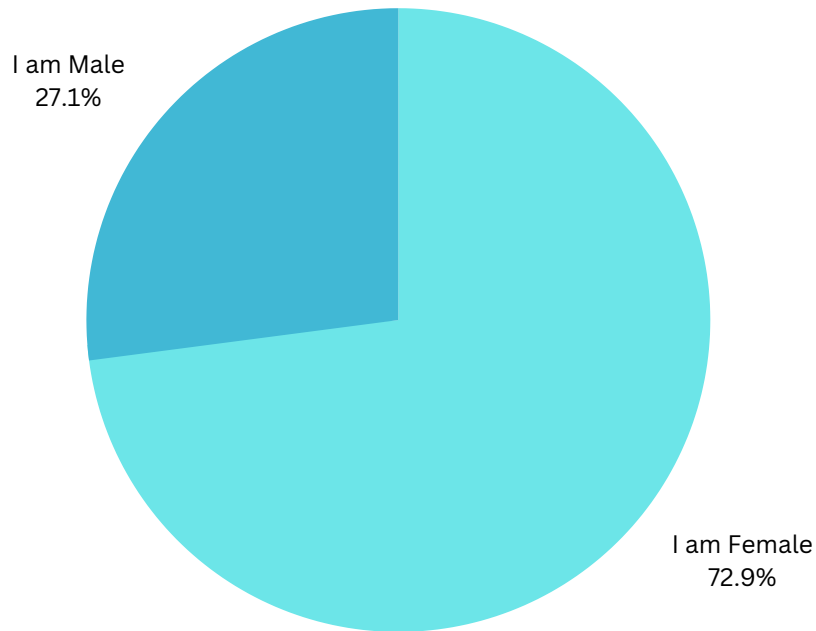
Data	Response	%
I live alone	501	84.34%
Spouse / Partner	76	12.79%
Another relative	15	2.53%
With a friend	2	0.34%



My family and relatives are too far away to help me. I really need you.



We gave our members the option to share their gender identity with us...



Data	Response	%
I am Female	423	72.93%
I am Male	157	27.07%
I prefer not to say	0	0.00%



I use your service as my husband has lots of health problems.



My husband has dementia and cannot drive anymore.





SHOPPING



FRIENDS



AT HOME



LIBRARY



MEAL MAKERS

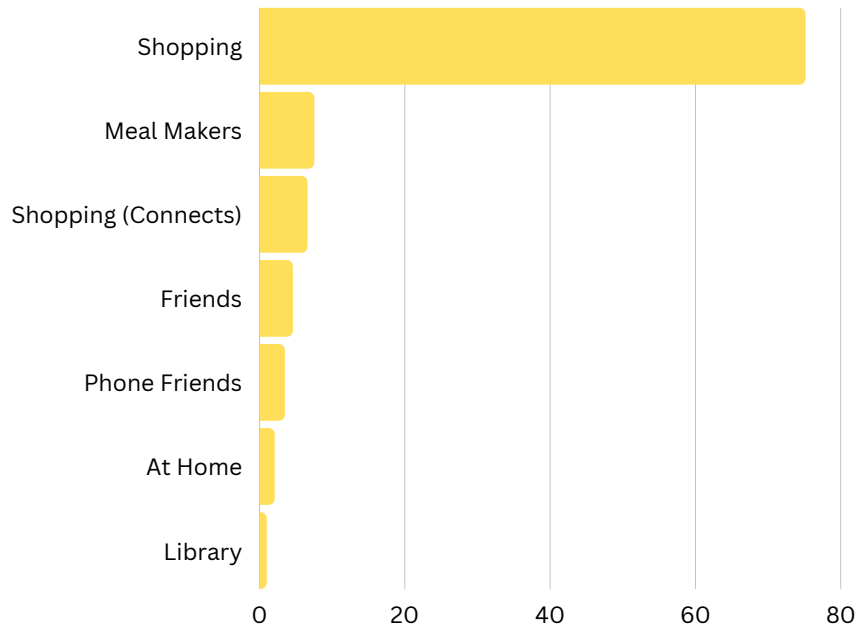


EAT WELL AGE WELL



CONNECTS

We asked our members which of our services they use...



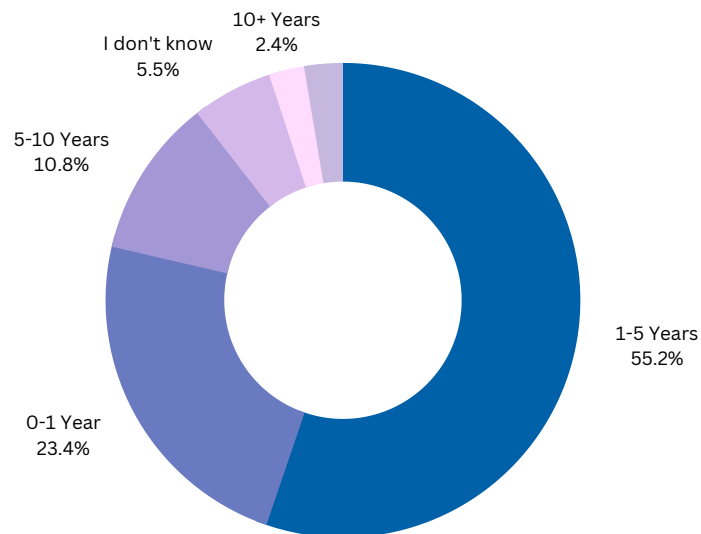
Data	Response	&
Grocery Shopping (Branch)	482	75.08%
Meal Makers	48	7.48%
Shopping (one to one)	42	6.54%
Friends	29	4.52%
Phone Friends	22	3.43%
At Home	13	2.02%
Library	6	0.93%



I am always happy to see the volunteers - not just because they bring my shopping, but the social contact is important to me.



We enquired how long our members have been using our services...



Data	Response	%
1-5 Years	321	56.71%
0-1 Year	136	24.03%
5-10 Years	63	11.13%
I don't know	32	5.65%
10+ Years	14	2.47%

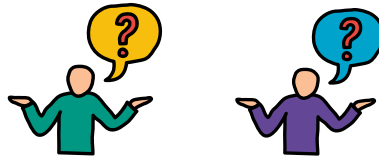


My wife and I both relied on Food Train before she died 2 years ago. I have continued using your wonderful service.



I started during lockdown and it's been a godsend, it really has.





We asked our members to tell us more about the reason(s) why they use our service(s)...

Data	Response	%
My mobility isn't as good as it used to be	482	27.96%
I have less access to transport	267	15.49%
I had a fall	172	9.98%
I have been unwell	167	9.96%
I find it difficult to do small jobs around the house	137	7.95%
I find it it difficult to cook or to make a home cooked meal	131	7.60%
I needed help after being in hospital	124	7.19%
I don't get out much and wanted more company	112	6.50%
I had a bereavement and find it harder to manage	58	3.36%
Other	57	3.31%
I am a carer and it helps me manage my caring responsibilities	17	0.99%

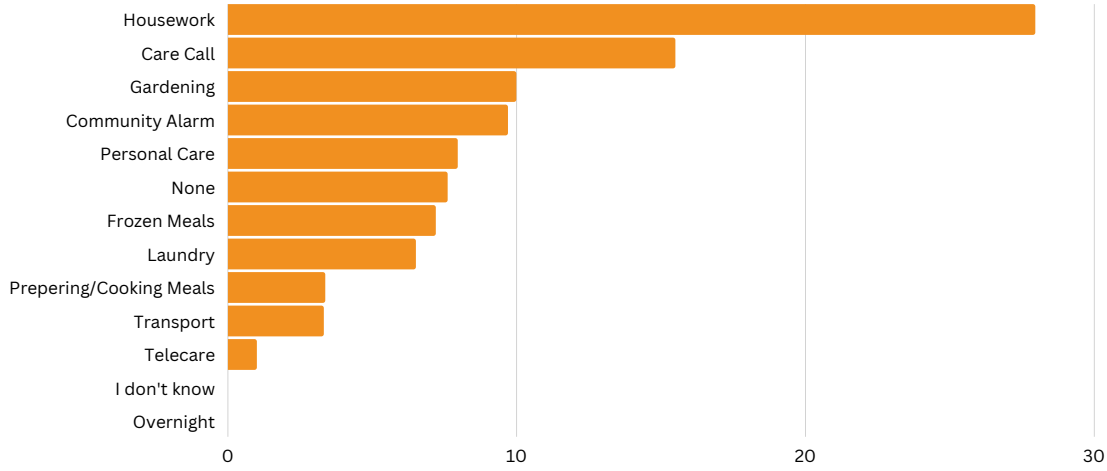
“ I use the service because my mobility is not good. I have no family that stay locally and I am so grateful to your staff members for this service.

“ I used to be afraid to go out when it was slippery in case I had a fall one day, so I am so pleased to have Food Train.



HERE FOR YOU

Our members told us about other care and support services they receive outside of Food Train...



Data	Response	%
Housework	207	14.64%
Care Call	198	14.00%
Gardening	166	11.74%
Community Alarm	162	11.46%
Personal Care	137	9.69%
None	116	8.20%

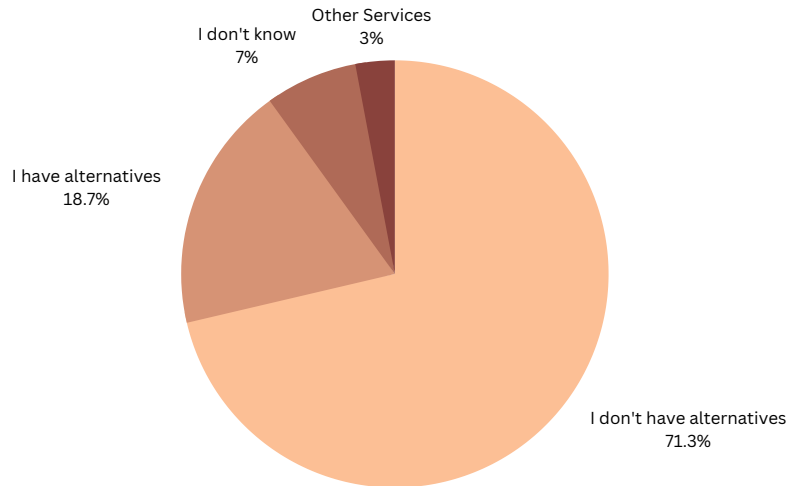
Data	Response	%
Frozen Meals	103	7.28%
Laundry	93	6.58%
Preparing/ Cooking Meals	81	5.73%
Transport	78	5.52%
Telecare	53	3.75%
I don't know	13	0.92%
Staying Overnight	7	0.50%



I am unable to leave the house and my family do not live near. I depend on Food Train and a helpful neighbour.



We wanted to understand if our members had access to other support services...



Data	Response	%
I don't have alternative options to Food Train	408	71.33%
I have alternative options but choose to use you	107	18.71%
I don't know	40	6.99%
There are other services, but are not affordable	17	2.97%



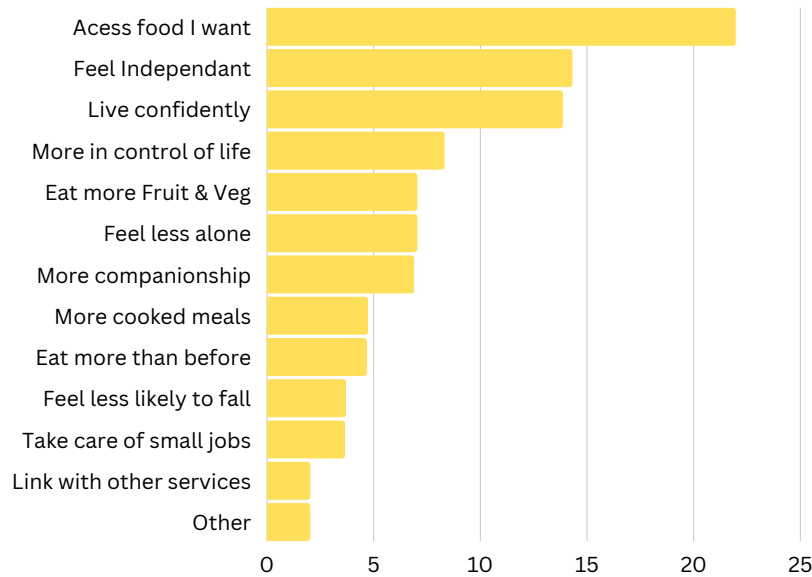
I started the service when I was a carer for my wife. She suggested it to give me a break and allow me some time to myself. I am now a widower and have continued to use the service.



It is a real lifeline on which my wife and I rely. Don't know what we would do without you!



We wanted to understand if our members how Food Train's services help them...



Data	Response	%
Access the food I want to eat	447	21.94%
Feel more independant	291	14.29%
Live more confidently in my own home	282	13.84%
Feel more in control of my life	169	8.30%
Eat more fruit & veg than before	143	7.02%
Feel less lonely	143	7.02%

Data	Response	%
Have more companionship	140	6.87%
Eat more cooked meals than before	96	4.71%
Eat more food than before	95	4.66%
Feel less likely to have a fall	75	3.68%
Take care of small jobs about the house	74	3.63%
Link with other services or support	41	2.01%
Other	41	2.01%



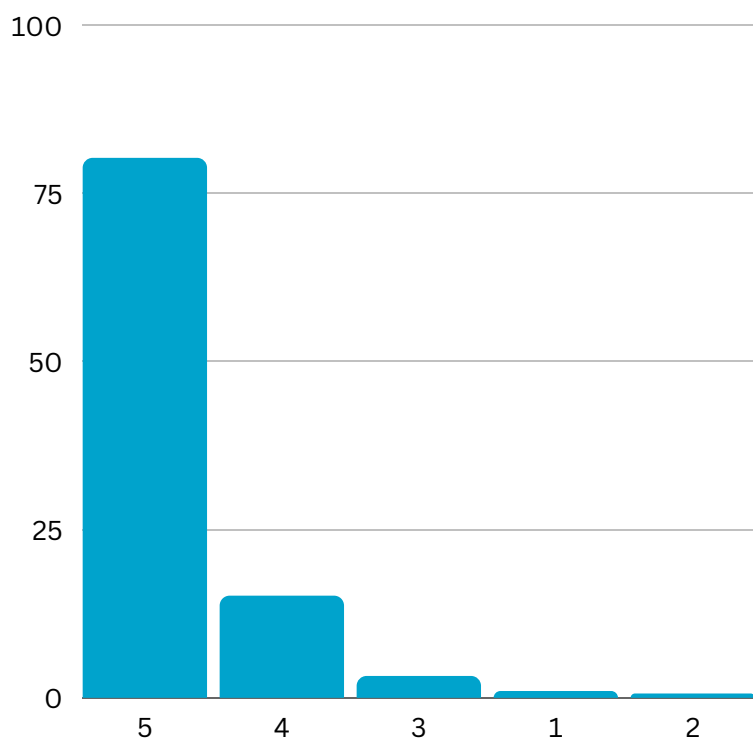
The services in the Food Train are invaluable. I am house bound and cannot get to the shops. I have had two meal makers and enjoy their meals and chat very much.

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We asked our members how satisfied they are with Food Train...



Data	Response	%
5	430	80.22%
4	81	15.11%
3	17	3.17%
1	5	0.93%
2	3	0.56%



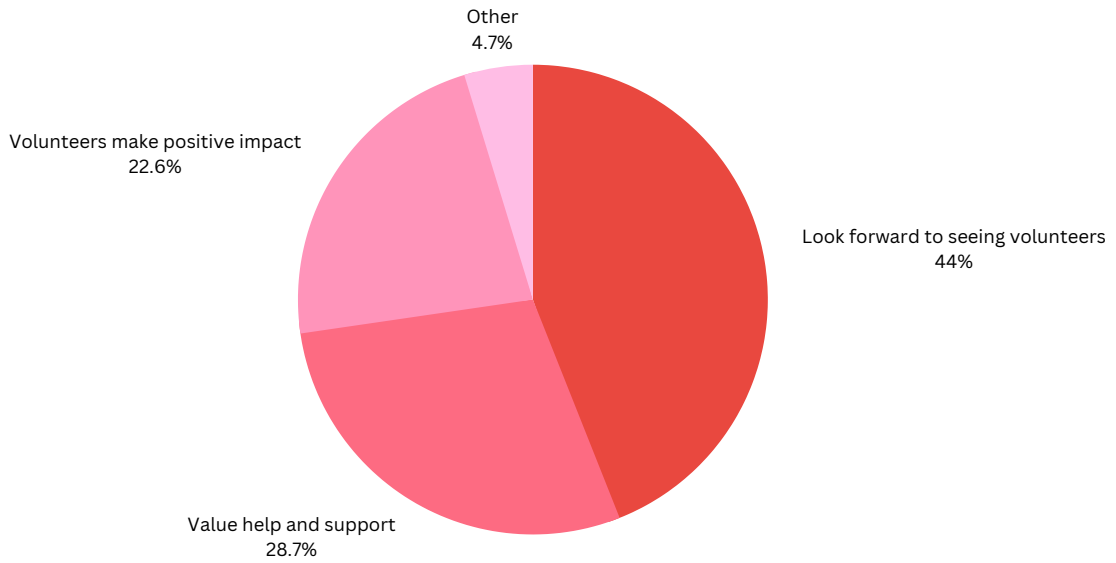
I consider it to be the most important service that I receive.



I enjoy looking forward to a home cooked meal once a week and the interaction with the couple who cook/deliver it to me.



We asked our members how they feel about our volunteers...



Data	Response	%
I look forward to seeing the volunteers	438	43.98%
I value the practical help and support given by volunteers	286	28.71%
The volunteers make a positive impact on my health	225	22.59%
Other	47	4.72%

“Excellent - my volunteer who comes with a home cooked meal once walked all the way to my house from the city centre to be sure she came for the usual visit.

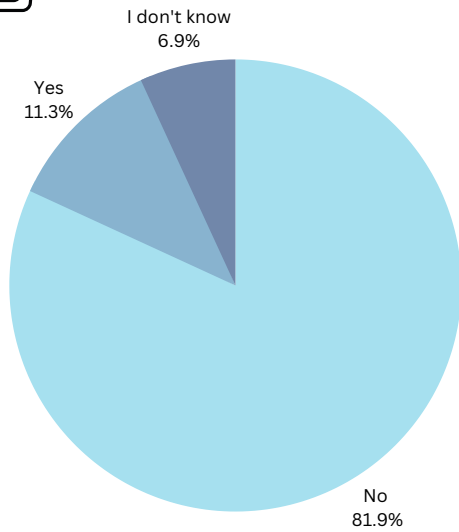
“Two lovely gentlemen come every week and take care of my shopping and put it all away. Marvellous service 5 star.

“My befriender lights up my day when she visits.





We asked our members if they had lost any weight unintentionally in the past 3 - 6 months...

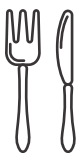
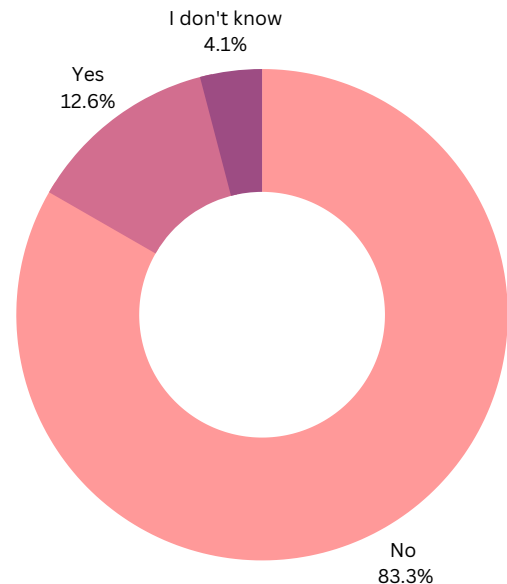


Data	Response	%
No	465	81.87%
Yes	64	11.27%
I don't know	39	6.87%

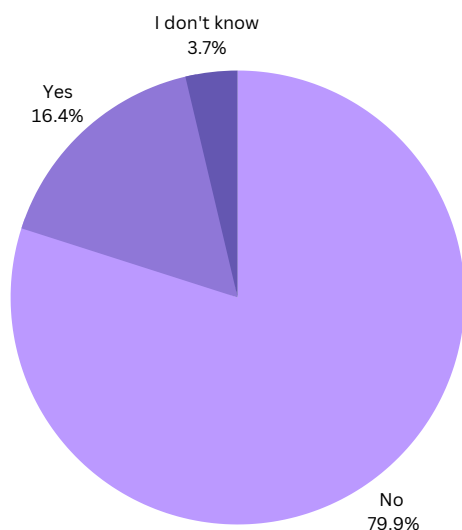


We asked our members if they had noticed their clothes and rings becoming looser recently...

Data	Response	%
No	450	80.9%
Yes	85	12.26%
I don't know	22	3.95%



We asked our members if they had recently noticed a loss in appetite or interest in eating...



Data	Response	%
No	454	79.93%
Yes	93	16.37%
I don't know	21	3.70%

“

We were keen to know what other services our members would like help with...

- Support with technology such using phones, laptops, tablets, writing emails
- Gardening services
- Companionship and befriending, including respite for family members who are carers
- Support with household tasks and cleaning such as cleaning inside windows, washing curtains
- Support with household maintenance such as painting, changing batteries and DIY tasks
- Transportation services to hospital and medical appointments, getting to recreational / leisure activities such as the gym and swimming, support for wheelchair / mobility scooter users

“

Improvements members would like to see...

- Better ‘use by’ dates, less incorrect items, more guidance on returning unwanted items
- More information on money saving supermarket offers and what products are available in shops
- More choice of supermarkets where possible
- More definite times of shopping deliveries
- More options and better accessibility for newsletters, surveys and leaflets, e.g. digital versions sent by email, audio versions
- More regular contact & updates from Meal Makers when waiting to be matched with a volunteer cook.
- Information on end of life and reducing this fear for older people



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