

NEW HOME FOR FOOD TRAIN

It has been our long-held ambition to have a Dumfries town centre base for Food Train. A place that is warm and welcoming for older people, their families, and carers, and allows us to expand the way we can improve the lives of older people. Previously, Food Train has worked from a draughty portacabin, a mouldy basement and a back street shop, however we've always been working towards a suitable community centre for older people. Through years of fundraising and the wonderful generosity of local people, we have managed to purchase a former council building in English Street to transform into our first purpose-created headquarters and community centre.



We have appointed a local Annan-based solutions business Eco Group to lead the renovations which are expected to take around 5 months. Eco started the renovations in January 2022, and we have been following the journey...



See
Page 2



SHOPPING



AT HOME



FRIENDS



LIBRARY



MEAL MAKERS



EAT WELL AGE WELL



CONNECTS



As well as being the base for Food Train's life-improving services, the building will be a community hub, providing a safe and friendly environment for older people; where they can access information, services, and activities, helping improve their lives.

With renovation works well underway, we are now turning our attention to making the space welcoming and attractive to our visitors. We want the centre to be at its best from the moment it opens, with equipment that's fit for purpose for the specific and varied needs of our older people.

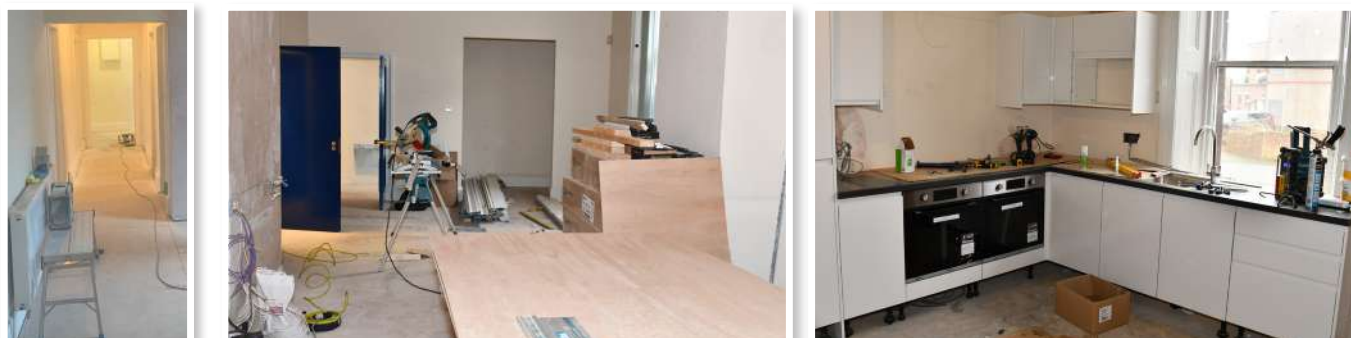
On the 21st of March, we launched our #FoodTrainHero Fundraising Campaign. All donations raised will go towards items needed for our new lounge area where our older members can relax, dine and socialise.

Can you help?

- £5** Buys teacups and saucers for our new kitchen facilities.
- £10** Buys a set of cutlery for our new kitchen facilities.
- £15** Buys tea, coffee, milk, and sugar for a whole month of befriending services.
- £20** Goes towards a month's supply of washroom supplies.
- £30** Helps towards purchasing comfy seats for the lounge area.



Become a #FoodTrainHero and help us to raise funds to make our community centre the best it can be for local older people. Speak to your local volunteer or visit our Just Giving page: www.justgiving.com/campaign/FoodTrainHero



Welcome from the CEO



Hello everyone and a warm welcome to our Spring 2022 newsletter. I hope you are safe, well and keeping warm as we await some longer sunnier days.

Thanks to triple vaccinations, we have weathered the latest wave of Covid19's Omicron variant with all our services open. April will see even greater easing of restrictions with a distinct feel that we are getting back to normal, which is great news for our staff and volunteers and for the forward planning of fun befriending trips and outings for members during Spring.

I'm delighted to report we have opened a new branch of Food Train in Falkirk, thanks to a new funding agreement with the Falkirk Health & Social Care Partnership. The new branch opened in December 2021 and is providing local older people with the Shopping, At Home and Friends services. You can learn more about our new Falkirk branch on page 11. We've also expanded deliveries from our Dundee branch into neighbouring Perth & Kinross thanks to extra funding. This means we are now reaching 11 regions of Scotland with our branch services. Our Food Train Connects service now has volunteers supporting older members in 12 additional regions of Scotland meaning we really are well on track with our vision to help older people right across the country.

At Food Train we are always looking at ways we can help older people to keep eating well. In late Autumn last year, we began working on plans to create Home From Hospital food packs that could be given to older people needing essential food supplies once discharged from hospital. Our Dietitian Jen designed tasty and nutritious packs providing meals, snacks, and drinks for either 1, 2 or 3 days, and we've partnered with NHS Forth Valley and NHS Dumfries & Galloway to test this service over the winter. We're delighted that our new food packs have proved successful and helped many older people getting home from hospital over the winter

*That's all for now.
Don't forget we're just a
phone call away if you need
help with anything.*

Stay safe and stay well.

Michelle



New Home For Food Train	p2
Welcome from the CEO	p3
Dumfries & Galloway	p4
West Lothian	p5
Stirling & Clackmannanshire	p6
Dundee	p7
Glasgow	p8
Renfrewshire & East Renfrewshire	p9
Borders	p10
Falkirk	p11
Meal Makers	p12
Food Train Connects	p12
Eat Well Age Well	p12

Stewartry Food Train have been handing out volunteer certificates to mark long service achievements within the branch. Eleven volunteers received 5-year certificates, seven volunteers have marked 10-years and three have passed the 15-year mark. Here are Linda, Gordon and Rob pictured with their 15-year certificates, as well as John and Olive Bell and Anne Carstairs with their 5-year certificates. We are so lucky to have you all. Thank you, and here's to many more years.



Stewartry Food Train has again received a generous donation of £500 for the fifth year running from the Bank of Scotland under their Matched Giving Programme. Food Train shopping delivery volunteer Iain McQueen, who is also a Bank of Scotland employee, secured the funding for the fifth year running. Thanks Iain, for your continued support.



In Nithsdale, we have been busy making new befriending matches in the branch. Here are Eddie McCormick and Ferne Lambert-Gorwyn who are looking forward to going on walks together. We have also matched Robina Bryson and Anne Harrow who have lots in common. They have met a few times now at Robina's home and have enjoyed great chats together.



Generous Donation

Stranraer branch received an amazing donation of £1000 earlier this year from Sands of Luce Caravan Park. Proprietors Jack and Amy Cooper very generously elected to donate the entire proceeds from ticket sales from their New Year's Eve Dinner and Party. Warmest thanks, Jack and Amy, from all of us at Food Train.

The Newton Stewart branch was on the news on 26th and 29th January. We were helping to raise awareness of food poverty and encouraging older people to use services that help them to maintain their independence and quality of life. We had a champion in member John Druce, who gave an interview thanking Food Train and talked about how our shopping and befriending services make his life that bit easier.



Food Train to the rescue

A recent routine shopping delivery to a Stranraer member turned out to be a true lifesaver. Volunteers Dougie and Andy found a locked door and no response at Mrs G's when they arrived at the usual time with her groceries. They reported this to the branch office, where phone calls and checks with neighbours and agencies all came up blank, ending with a call to the local police station to request a welfare check. Officers attended the address soon after and it proved necessary for them to force entry to the house, where they found Mrs G who had fallen and was unable to call for help. She was admitted to the Galloway Community Hospital for treatment, which extended over four weeks. Mrs G is now well and back home again, with a care package in place to give her the bit of extra help she needs to keep safe and well. This was a small action of care and attention on the part of Food Train volunteers and staff, which had a big impact. Mrs G was very thankful that Food Train came to her aid, and we commend our volunteers for their swift action.

A BIG thank you

Volunteers are vital to everything that we do. We would like to say thank you to every single volunteer, and a huge congratulations to those who have been volunteering with us for 5 years or more. An extra special big thank you to David McKerrow who has been volunteering with West Lothian for over 10 years!

Friends

Our Friends service members have been enjoying getting out and about for a variety of activities including a visit to the Falkirk Wheel, having lunch together at restaurants, as well as playing musical bingo. The calendar is full for the remainder of the year and our members are looking forward to visiting new places and going to new events. One Friends member said after their most recent trip: 'I was feeling depressed and alone until I joined the group outings provided by Food Train, what a joy it has brought into my life.'



Funding

West Lothian have successfully secured funding from local organisations and businesses. We received a whopping £3,776 from the Co-op community fund, £200 from Howdens Joinery, £1,000 from Almond Housing and volunteer Nicola Robertson kindly donated £315 through her local FoxFit bootcamp members. All this generous funding is very well received and used across our services – thank you to everyone involved.



Eat Well Buddy

Our Eat Well Buddy project continues to support members to plan and prepare their shopping lists by providing guidance on snacks and meal suggestions. Our specially trained volunteers visit members each week and even bring some goodies for our members to try. One new Eat Well Buddy member said: 'What you do for me has changed my life, thank you so much.'



Christmas Celebrations

We were thrilled to manage a group outing to a pantomime over Christmas (Oh yes we did!). Members and volunteers really enjoyed the afternoon, and we hope to visit again this year. We also received an abundance of donations over the festive period with each member receiving a Christmas present, mince pies and a Christmas pudding kindly donated by Home Instead, Next Pharma and the Food Bank.



Shopping Buddy

We're delighted to offer members a new service. Shopping Buddy is a one-to-one supermarket visit accompanied by one of our volunteers. Members have thoroughly enjoyed buying groceries, clothes, household goods, plants, books, and gifts with the support of their volunteer - and a well-earned trip to the café afterwards is just the icing on the cake. One member told us: 'After my day out with my shopping buddy, I felt such a great sense of achievement, I could never have gone on my own.' Thank you to Almond Housing Association who have provided funding to support this service.





Isn't it a joy and a relief to see the days getting longer, brighter, and warmer? Having said that we had a lovely time over Christmas here at the Stirling and Clackmannanshire branch, and a huge part of that was due to the wonderful generosity we received during the festive period.

We were overjoyed at being selected as the cause to benefit from this year's Gargunnock 'Alternative Christmas Card' campaign this winter. The fabulous people of Gargunnock raised over £2,000 for the branch and we cannot thank them enough for this magnificent initiative.

We were also very fortunate to be on the receiving end of kindness from locally based organisations. The Ogilvie Group, who organised the amazing Christmas hamper campaign three years previously, sponsored us £250 to go towards the production of The Food Train 2022 Calendar. We were also delighted to receive a donation of £300 from the Carse of Stirling Rotary Club, which was a lovely surprise to receive on the run up to Christmas. The Carse of Stirling Rotary Club is another organisation which has consistently supported our service over the years, and we are very grateful to both these organisations for their continued support and generosity.

The branch turns 10 – a decade of deliveries!

Last November the branch reached the remarkable milestone of turning 10 years old! In November 2011, our volunteers set off with just a handful of shopping orders. Ten years on, the service has supported over 1,000 people and has made nearly 50,000 deliveries. We have also expanded the area we cover to include Clackmannanshire in 2019, introduced the 'Meal Makers' service in 2017 and, most recently, the telephone befriending service 'Phone Friends'.

All these achievements have been made possible by the sensational team of volunteers who have supported us over the years in their delivery of the service. Thank you to each and every volunteer who has helped us over the last ten years.

Volunteer John and member Miss Thomson were with Food Train on the very first day of deliveries in November 2011 and continue with Food Train to this very day.



COMING SOON

New services

Now in our eleventh year, we are delighted to announce that we will be launching two new services to the branch in 2022! We will be introducing the practical, everyday household task service Food Train 'At Home' and our befriending service Food Train 'Friends.' As soon as there is more information on these services, we will make sure you will be the first to know... Watch this space!

Thanks to volunteers

As we come into Spring and the temperatures are steadily creeping up, we look back at the winter past and thank the volunteers who have worked tirelessly to get the vans out and keep shopping being delivered every week.

Growth

At the end of January, we celebrated our 10th Anniversary! Back in 2012, we had 15 members and carried out 7 deliveries in the first week. Today we have over 270 members and carry out an average of 130 deliveries every week.



2012

15 Members

7 Deliveries (1st Week)

TODAY

270 Members

130 Deliveries (Weekly)



Direct Debit - Go Cardless

Our Direct Debit payment facility is proving to be very popular. It's called Go Cardless and takes the hassle out of finding your cheque book or having to arrange for cash to be available. For more information on this, please give the office a call or ask your local volunteers for more details about how you can put this in place.

Deliveries in Perth & Kinross areas

Thanks to the Gannochy Trust we are starting to make shopping deliveries into the Perth & Kinross area. Our new Development Officer, Lorna Dunbar, started in January and has been very busy spreading the word about the services we will be offering. If you have friends or relatives living in the Perthshire area, let them know about this exciting news and ask them to get in touch if they would benefit from our help.



Meet Katie

At the beginning of November, we welcomed Katie to Team Glasgow as our new Service Administrator and Coordinator. Many of you will already have had a chance to meet her out on deliveries or spoken to her on the phone and we're delighted to have her with us.



Anas Sarwar

In February, Scottish Labour Leader Anas Sarwar joined us for a morning to see first-hand the service we provide, meet the volunteers, and have a chat with some of our members. It was great to be able to showcase some of the work the branch does and allow him to see the support we provide to our members. Mr Sarwar wasn't shy in getting involved and was a great help out on the deliveries by giving Fiona a rest and carrying most of the boxes!



Our Volunteers

We've been running a social media campaign on our Facebook page the last few weeks introducing some of our volunteers, so we thought it would be nice for our members to meet the volunteers as well. For this newsletter, we'd like to introduce Joseph and Sally! They have been volunteering together since the beginning of the covid pandemic and help with Wednesday deliveries. Joseph, a native of the USA, loves hearing all the Glasgow voices and seeing the city, and Sally enjoys the weekly interaction with our members. Both are hugely passionate about their roles as volunteers and we're incredibly lucky to have them!



Soup Month

January 2022 saw us partner with Scotty and Nairn's for National Soup Month. Tubs of Scotty Lentil and Bacon soup, alongside packets of Nairn's oatcakes were donated and gifted to our members alongside their regular shop. Consensus was that the combination was a delight and members really enjoyed it. A huge thank you to both companies for their generous donation.



Getting Connected

We were delighted to make a successful bid to the Connecting Scotland Programme which aims to get every citizen in Scotland online. The award meant we were able to distribute iPads along with mobile data to some of our most isolated members. We supported our members to set up the iPads, get them online, show them how to connect with friends and relatives, as well as how to access information and entertainment.



A Soup-er Surprise

Our members had an unexpected addition to their groceries when we were able to provide them with a carton of delicious Scotty Brand soup and Nairn's oatcakes. The companies provided the free samples as part of National Soup Month this year and the tasty treats certainly went down well with our members during the recent chilly weather.



Coming Soon

We are absolutely thrilled to reveal that we will soon be able to provide the full range of Food Train services in Renfrewshire and East Renfrewshire. Our members will now be able to access Food Train Friends and At Home services in addition to our Shopping, Meal Makers, and Connects services. We will be in touch soon about these exciting new developments.



Co-op Community Fund

Our year as one of the designated charities for the Co-op Community Fund in East Renfrewshire was celebrated at a presentation ceremony in Youth Enterprise Scotland's Rouken Glen premises. Co-op members raised an amazing £3,928 for us during the year. Co-op Member Pioneer Becca Cromar presented the cheque along with East Renfrewshire Provost Jim Fletcher and Kirsten Oswald MP together with local Co-op Managers. We have also been informed we will be one of the Co-op's Paisley and Renfrew branches designated charities for the coming year! If you are a Co-op member, please nominate us as your chosen charity.



New Services: Friends and At Home

We are delighted to be starting our Friends and At Home services in the Borders from May. Friends is our befriending service which offers one-to-one matches with volunteers as well as group trips such as lunches, visiting a garden centre or shopping in a supermarket. At Home is our household support service, where volunteers help with jobs around the house such as: changing lightbulbs, cleaning windows, or putting curtains up. Information will be sent out shortly to all local members.



On the TV!

We have been happy to feature on ITV Border News several times over recent months, giving us the opportunity to spread the word about Food Train and all our services. We are incredibly grateful to our members, staff and volunteers who have starred in our stories and all our members for their lovely feedback. Thank you also to ITV Border News for their ongoing interest and support.



Fundraising

Support from our local community is vital in raising funds to keep our services going. We were delighted to receive £3000 from students on the Youth Philanthropy Initiative at Eyemouth High School. Two local residents have also been very imaginative in their fundraising endeavours. Alan gathers wood to chop up into kindling which he then sells by the bag to raise money for local charities, whereas Sheila has been knitting little gnomes which she sells to family & friends. We would also like to thank the Geoffrey Clark Trust, Arnold Clark Motors, and the many others for their donations.



Staff

With the task of starting our new services, we are pleased to have Leigh moving to our new Development Officer post, which means we will be welcoming a new Service Administrator & Coordinator very soon. We say goodbye and a big thanks to Kyle, who has been with us for a 6-month Kickstart placement. Our part-time support workers Nigel and John will be staying with us for another year, which is great news!

Falkirk branch is open!



We are delighted to announce that the Falkirk branch of Food Train has all staff in place and is now up and running. Our team are pictured left to right: Allyson - Service Administrator & Coordinator, Carol - Development Officer, Amanda - Regional Manager & Stephanie - Food Pack Coordinator. You may recognise Allyson & Stephanie, who have both joined Falkirk from other branches. We are lucky to already have a small group of regular volunteers and our shopping service (partnered with Morrisons) has been delivering to new members since December.



You'll see from our picture of Mr Roy with volunteer Jamie that we're already making a difference. Our Friends and At Home services are due to commence this month and several of our members have been enjoying Meal Makers too. We are also proud to be part of the Forth Valley Home from Hospital partnership, which is described in more detail (top right).



Launch Event

We will be at Morrisons supermarket, Hope Street on Tuesday 12th April from 1pm to 4pm. Everyone is welcome so please come along to meet the team, find out more about our services or volunteering opportunities and show your support.



Home From Hospital

Since December 2021 Food Train Falkirk has been working in partnership with Dial-a-Journey, Royal Voluntary Service (RVS), Strathcarron Hospice and Forth Valley Carers Centre as part of the 'Home from Hospital' project. The project has been hugely successful in supporting over five hundred service users and helping to reduce the winter pressures on Forth Valley Royal Hospital by providing a direct link to community support. Food Train's primary role within the partnership has been to provide a food pack at the point of discharge to older people who may not have food at home after their stay in hospital. Once the person is settled at home, we are then able to follow up to see if they are interested in or require further support. This could be through the range of our services, including Shopping, Befriending or At Home. The photograph shows Martin Kenny from RVS with Stephanie Todd (Food Pack Coordinator). Martin has been one of the key link workers based in the hospital, giving out our food packs to those that would benefit from it.



Our volunteers

In January we were delighted to see our first volunteers starting to get involved. Volunteering at the Falkirk branch became a family affair when Jamie signed up to volunteer, as he quickly persuaded his wife Jacquie to come along too!

Jamie and Jacquie (pictured) volunteer twice a month with the shopping service and they are now getting to know their regular members. Jamie is able to receive paid leave from his work at Royal Bank of Scotland in Gogar and is using this, and some annual leave, to ensure he is able to support older people in his local area.



W: www.mealmakers.org.uk
T: 0800 783 7770
E: hello@mealmakers.org.uk

W: foodtrainconnects.org.uk
T: 0800 304 7924
E: connects@foodtrainconnects.org.uk

Meal Makers Connects



Food Train
MEAL MAKERS



Food Train
CONNECTS

It's been an exciting time for the Food Train Connects one to one services. We have been busy bringing the Meal Makers service under the Connects umbrella and we are pleased that we can now offer three main Connects services – Meal Makers, Shopping Friends and Phone Friends.

It was also time for an office move so we now have a new Connects base in Glasgow where our Connects team get to admire our fabulous windows whilst signing up volunteers and members, and keeping all three services running smoothly.

Our team of development officers have been out and about across Scotland spreading the word and making sure that we are reaching anyone that would benefit from receiving our services. We are delighted that we are now able to get out and meet people face to face again and tell them all about the fantastic Food Train services that we offer and how to get involved.

Our brilliant young fundraiser, Struan, has been busy raising money for us by hosting a coffee morning in Lochearnhead Village Hall. Struan was working towards his Scouting Fundraising badge and did an amazing job of promoting his event, preparing the hall, serving teas, coffees and cakes and raised £209 for Food Train Connects! Thanks Struan.



Eat Well Age Well



W: eatwellagewell.org.uk
T: 0131 447 8151
E: hello@eatwellagewell.org.uk
Tackling Malnutrition in Older people Living at Home in Scotland

Scottish Borders Alliance to Tackle Malnutrition

During UK Malnutrition Awareness Week in October 2021, we saw the launch of our pioneering project in the Scottish Borders which has brought health, social care, the voluntary sector and housing teams together to help increase screening and identify older people at risk of malnutrition sooner.

As the first alliance of its kind in Scotland, it is a lead that we hope authorities across the country will follow to improve the health and wellbeing of older people.

Malnutrition and Older People debated in the Scottish Parliament

We were delighted that Clare Adamson MSP for Motherwell and Wishaw led a debate in the Scottish Parliament on Tues 26th October on the issue of malnutrition in older people.

There was cross party support for the motion, with fantastic contributions from MSPs during the debate. However, our key highlight was the announcement from Maree Todd MSP, Minister for Public Health, Women's Health and Sport, of a Short Life Working Group to look at issues raised in the debate and to progress action.

Malnutrition Advice Line

If you have any concerns for yourself or someone you care for about unplanned weight loss, loss of appetite or lack of motivation to cook and eat at home then please call our Malnutrition Advice Line on 0800 13 88 220 for a friendly chat and support.

The Malnutrition Advice Line is open from 9am – 4pm on Mondays, Wednesdays and Fridays.