

# Farewell and Good Luck

**Hello everyone and welcome to our Spring 2024 newsletter. I hope you are well and enjoying the longer days of spring.**

This is the last time I'll be writing the welcome for our newsletter as I leave Food Train at the end of March after nearly 22 wonderful years working with our fabulous volunteers, hard working staff, and you, our members.

When I started in 2002, working in a dark damp basement with a tiny group of volunteers, we had no idea what lay ahead for Food Train. Our founder Jean Mundell MBE was with us back then, steering the train and keeping me right as we set about expanding the charity. Our Vice Chairman Bill Brack became my trusty sidekick as Jean's health deteriorated and together, we made a formidable team planning and delivering the growth of Food Train across Scotland.

This job has been an honour and privilege, taking Food Train around the country helping thousands of older people. There have been many highlights, from meeting the Queen at St. James Palace in 2004 receiving Food Train's Queens Award for Voluntary Service, opening our first new branch outside Dumfries and Galloway in 2010 in West Lothian, opening new services such as Friends and Meal Makers, to getting our first electric vans on the road in 2019 and opening our own building in Dumfries in 2022.

There have been many wonderful experiences, happy times and great achievements and I feel lucky to have met and worked with many wonderful people. I have so many people to thank it would take a whole newsletter to mention everyone; I'll finish up by simply saying 'thanks to everyone, for everything'.

I'm delighted to introduce Rosie McLuskie to you, who is replacing me as CEO. She comes with a wealth of experience in Health and Social Care and is looking forward to starting in April keeping Food Train on track in the coming years.

That's all from me, stay safe and stay well.

*Michelle*

On Behalf of our members, volunteers, staff, and Board, we would all like to thank Michelle for her dedication and hard work on driving her vision for the Food Train forward, it would not be what it is today without all the time and energy she has put in. We would like to wish her all the very best for the future.



Outside our new Dumfries head office.



Giving evidence to a Scottish Parliament inquiry.



With Rob Wells receiving Food Train's 20th anniversary civic award from D & G Council.



On the steps of 11 Downing Street with Jean Mundell MBE and Bill Brack BEM.



First days on the job.



SHOPPING



AT HOME



FRIENDS



LIBRARY



MEAL MAKERS



EAT WELL AGE WELL



CONNECTS



Keep up to date with us on social media

[www.thefoodtrain.co.uk](http://www.thefoodtrain.co.uk)

# VOLUNTEER STORY OF THE MONTH

## ROBERTA – ONE OF ANNAN'S LONGEST SERVING VOLUNTEERS

Its nearly twenty years since Roberta Macmillan saw a notice in the local press asking for volunteers for a new food delivery service in the Annan area. With the loss of her husband and son, and retirement from farming, life had changed a lot for Roberta in the previous few years and she was looking for something with which she could become involved.

"I phoned Michelle to find out more about it and we realised that we had a mutual acquaintance. A few people who were interested in volunteering met with Michelle, who was the only member of Food Train staff at the time, in the Queensberry Hotel in Annan, and a few months later deliveries began"

Roberta explained "We only had four deliveries on our first trip, and I drove a wee white van. It was a nightmare; I never knew if it was in gear. One of the early deliveries was to a man who lived in a shack in the woods. We took a lot of bread so he could feed the birds. Another one became a speedy drop as we were eaten alive by midges and had to stop and try to clear the van of the wee beasties once we were out of the area".

Initially Roberta drove the van, which she continued to do until Covid. From the outset she became involved with Food Train, representing Annandale & Eskdale at the six weekly meetings in Dumfries and was a board member for five years, enjoying attending and representing Food Train at events across Scotland.

We asked Roberta what volunteering with Food Train means to her? "You feel good because you're helping people less fortunate than yourself, and I enjoy the job."

And the most bizarre experience? "We had the office opposite the church on Port Street. One day a chap came in with his dog. Here's Jake, he said, I was told I'd see a young lassie." Following looks of

bewilderment all round, it became apparent that he should have gone to the dog groomer's next door!

Roberta continues to help with deliveries, assists with the befriending trips and has been a 1-to-1 befriender in the past, she says "as long as I'm fit and well enough to do it, I'll carry on." Food Train would like to say a huge Thank You for all your years of volunteering Roberta.



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# Welcome from the new CEO



Hi everyone,

I am Rosie and I am thrilled to embark on the journey of Chief Executive of Food Train, I can't wait to get started in the role and I'm excited to meet as many of our members, volunteers, and staff as possible over the coming months.

I am an experienced leader within the Adult Social Care sector and have spent the past 25 years working within the charity sector and have a real passion for supporting people within our local communities.

I am committed to ensuring excellent service delivery and ensuring that each and every one of our members is at the heart of the organisation. Listening to your experiences and what matters to you will be fundamental to my leadership of Food Train and how we move forward to support your needs in the future.

My goal is to continue fostering a culture of transparency, collaboration, and inclusivity where everyone in our organisation feels empowered to contribute their best. Together we will navigate challenges, seize opportunities, and build a future where Food Train continues to deliver excellent services across Scotland.

I can't wait to catch up with you all very soon.

*Rosie*



## Self-Directed Support and Attendance Allowance

Did you know that if you are eligible for social care support, you can play a role deciding how it is organised and provided. All you need to do is ask your local council for an assessment of your care needs if you feel you need support for yourself or someone you look after.

### During your assessment, you will talk about:

- What matters to you most
- How this can be achieved – these are called outcomes
- What support you would like to organise yourself.

### The support you receive could be from different places, like:

- your family
- the local council
- a carer
- a provider organisation
- funded support

If you're an unpaid carer, your local council can arrange a carer's assessment. This will help them understand how they can support you.

## Options for Self-directed support

Local councils must discuss 4 options with you if you have been assessed as needing a community care service. These are:

1. a direct payment, which is a payment to you or third party to pay for your own support
2. you direct the available support
3. the local council arranges the support
4. a mix of the above

You may not be eligible for all these options. Whichever option you choose, your local council must still tell you the total amount of your budget.

## What Self-directed support can be used for

Self-directed support can be used in many ways as long as it meets your agreed outcomes.

For example, it can help you with:

- having a bath
- getting washed and dressed
- preparing meals

You will agree your outcomes when you speak to your local council about your care and support. You could also get any adaptations or equipment that will help you as well.

For further information or advice contact your local council, Care Information Scotland on 0131 475 2623, [info@sdsscotland.org.uk](mailto:info@sdsscotland.org.uk) or Age Scotland on 0800 12 44 222.



## Attendance Allowance

You could get £68.10 or £101.75 a week, that's up to £5,290 per year to help with personal care if you're physically or mentally disabled and you're aged 65 or over. This is called Attendance Allowance and it provides valuable financial support to those of pension age who need help with personal care.

It's paid at 2 different rates and how much you get depends on the level of care that you need because of your disability. The other benefits you get can increase if you get Attendance Allowance (e.g. extra Pension Credit if you're receiving the State Pension or Housing Tax Allowance).

## Eligibility

You can get Attendance Allowance if you're 65 or over and the following apply:

- You have a physical disability (including sensory disability, e.g. blindness), a mental disability (including learning difficulties), or both.
- Your disability is severe enough for you to need help caring for yourself or someone to supervise you, for your own or someone else's safety.

To claim or for more information contact the Attendance Allowance helpline: 0800 731 0122, Monday to Friday, 8am to 6pm.





## Dundee / Perth and Kinross

The grocery shopping service in Perth and Kinross is proving to be very popular with more older people across the region joining up. They are now shopping at Asda Perth, and pictured below are the team just finishing another week of shopping.



Volunteers in Perth and Kinross

## West Lothian

Shoppers in West Lothian have recently been trained up on using the new self-scan tills in both Sainsbury and Morrisons. All supermarkets have introduced self-scan check out areas in their stores, so volunteers had to quickly change the way they shop. A big thank you to all the volunteers who have supported this change, it has certainly helped do the shopping orders in record time.

West Lothian members are enjoying regular shopping trips where they can choose their own groceries. Volunteers help with ideas and suggestions of what to buy and help with the packing of the items. This 1-to-1 service is being very well received, and members love the fact we can offer them a pickup and drop off service utilising the branch



Volunteer Clarke



Elizabeth and Morag

minibus and a cuppa and a blether in the café afterwards.

Our most recent new member said, "It was such a treat to have a day out with a lovely group of people and I'm thoroughly looking forward to the next trip".

The Eat Well Buddy funding in West Lothian ends in March 2024 and we will once again be applying to West Lothian Development Trust for another year of funding. The funding will allow us to continue to deliver this much needed service that helps older people who need support with their shopping list, i.e. ideas, suggestions, product information, meal and snack planning.

An Eat Well Buddy member said, "I wouldn't know where to start with my weekly shopping, I'm just not able to put together a list, I don't know what I need, my volunteer helps me hugely and gives me some great ideas".

## Falkirk

The Falkirk branch are delighted that their shopping service is now expanding to include groceries from Asda. They will initially be offering deliveries from Asda on a Tuesday to members living in West Falkirk and hopefully very soon will be able to offer a choice of either Morrisons or Asda to all their members. If you are interested in finding out more about shopping from Asda, then please get in touch with the branch and they'd be happy to chat about options.

## West Lothian

West Lothian have been asking their volunteers to let them know about all the extra wee jobs they do during their visits – the list has been endless and quite an eye opener. Volunteers have been extra busy posting letters, recycling, moving furniture, loosening lids, and opening jars, rotating fridge items, opening packets, watering plants, changing light bulbs to name but a few.

It's easy to forget how important the small things in life are, and our volunteers are always happy to lend a helping hand. We are currently reviewing the best way to deliver the At Home service, if you would like to find out more, please do not hesitate to contact the branch on 01506 413 013.



## MEMBER STORY OF THE MONTH

### Annan

An Annan Branch member has made the headlines in Dumfries & Galloway Life magazine. Ann Wilson, who has been a shopping customer for the last 7 years, has always had a passion for the sea – and at 98, fulfilled a lifetime ambition 'to buy a boat' for the Royal National Lifeboat Institution (RNLI).



Ann's story starts nearly a century ago when she joined the Women's Royal Naval Service (WRENS) during World War Two. Ann trained as a radio mechanic but was kept on dry land, even when working on torpedo boats on the Isle of Wight and Arbroath. After the war Ann finally made it to sea, relishing the six-week voyage for a deployment in Australia.

On her return from Australia, Ann studied Institutional Management at Glasgow College of Domestic Science before beginning a career working in schools and hotels in London, Wales and the Scottish Highlands. One Christmas she embarked on a visit to meet her mother and sister, Sheila, in Uruguay enabling her to return to sea again, making the journey as one of a handful of passengers on a cargo ship which broke down mid-Atlantic, Ann thoroughly enjoying the extended voyage.

Ann married Frank, a research scientist for ICI, and became a volunteer for her local Meals on Wheels service near Manchester. Since being widowed thirty years ago Ann has lived at Boreland near Lockerbie, near her sister Sheila who passed away from Covid in 2020 and left everything she had to her. This bequest came to Ann at the same time she received a publicity flyer about funding new boats, from the RNLI, a charity she'd supported with monthly donations for many years. "It just fitted" she says, "I thought, right, that's what I'll do then".

Ann's generosity has allowed the RNLI to commission a new D class lifeboat – named Sheila – For Eyemouth Lifeboat Station on the east coast, north Berwick Upon Tweed. "I'm absolutely delighted" she says. "I think the RNLI volunteers are marvellous and Sheila liked helping people, so I know she'd be pleased too".

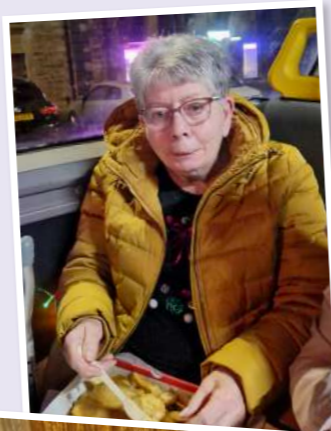
As Ann approaches her 99th birthday this year she told us that her secret to longevity has been hard work and good company.

# FRIENDS



West Lothian  
**01506  
413 013**

Members continue to enjoy a great variety of outings on West Lothians busy Friends service. Lots of different trips have been organised and enjoyed over the past few months, including some great Festive trips where members enjoyed Christmas Lunches and a special tour of West Lothian at night to see all the Christmas lights followed by fish and chips from the local chip shop.



Other trips include crafts sessions, shopping, dancing, quizzes and lunches. The team have enjoyed making and building relationships with other local charities and community groups using facilities and events already going on in West Lothian. Transport and volunteer support is always provided on the trips.



The 1-to-1 Friends service continues to provide 1-to-1 companionship where a volunteer and a member enjoy spending time together.

Falkirk  
**01324  
374 144**

It's been a very busy time for Falkirk Friends, with members getting out for several events over the winter, despite the weather. During the festive period the branch joined up with other local third sector organisations to take part in a Christmas lunch, where Santa even managed to make an appearance. They also partnered with Falkirk College who put on a lovely hot Christmas meal for members, complete with festive songs from Croy Community

Choir. In January members got together for a tea dance and Alan Bisset entertained them with his 'What the Falkirk' show.

Kimberley and Kirsty have put together the Falkirk Spring Friends programme involving trips to Callendar House as well as fish and chips at Falkirk College. They're also looking towards summer outings, which will hopefully include a trip to Bo'ness Railway and a wellbeing day. They'll be in touch with Friends



members soon about booking specific trips. If you're not already a Friends member in Falkirk and would like to find out more then please contact the branch.

Over January the Falkirk branch has been running a social media campaign to promote their befriending volunteer opportunities. There is always a high demand for 1-to-1 befrienders and they have lots of varied and interesting members who are looking for someone to visit them on a weekly basis. The existing volunteers often feedback that they find their role rewarding and feel it has given them new experiences. They are seeking volunteers to help with their Friends outings, either to assist with transport and/or support the members during trips. Anyone aged from 16 years can volunteer and we provide full training and support to undertake the role. If you are interested in finding out more then please contact the Falkirk branch directly, they would love to hear from you.



## Connects Phone Friends have finally met

Connects  
**0141 551  
8118**

Charlie McGill (volunteer from North Ayrshire) and Anne Forte have been Phone Friends for nearly 4 years, and they finally met for the first time a couple of weeks ago. Both were so pleased to meet each other and put a face to the voice.



Dundee  
**01382  
810 944**

Phone  
Friends  
**0141  
551 8118**

Renfrewshire  
**0141  
887 2557**

Scottish  
Borders  
**01896  
751 750**

Dumfries  
**01387  
270 800**

Newton  
Stewart  
**01671  
401 346**

Stewartry  
**01556  
288427**

Stirling  
and Clarks  
**01786  
450 536**

# VOLUNTEERS

## Glasgow

The Glasgow volunteers had their annual Christmas party celebration in February at Hampden Bowling Club. It was a great chance to say a huge thanks to their amazing team of volunteers for all their hard work throughout the year. A great night was had by all.



## Dundee

Two Dundee volunteers recently received their long service awards. Ally, who has been with the branch for an amazing 10 years and Colin who reached 5 years. Both are pictured below with their certificates. Well done and thank you both.



## Stewartry

Volunteers in Stewartry have been receiving long service certificates: Paul Stirling and Carol Parker have been volunteering for 10 years and Robert Kirk, Andrea Wild and George Prentice volunteering for 5 years. Thank you all for your wonderful contribution.



## Scot-Borders

Volunteers doing their bit....

Over the last year our Borders branch has provided around 5,000 grocery deliveries to older people at home throughout the Borders. This has only been possible due to the amazing donation of more than 10,000 volunteer hours. The demand for the service in the Borders continues to grow and they now visit more than 150 households weekly, fortnightly, or intermittently to support Food Train members as and when they need them. The service runs 52 weeks of the year, so members are never left without fresh food.

Three cheers to the wonderful Scottish Borders volunteers, hip hip hooray!



## Christmas Volunteer Lunch

After a very busy Christmas period getting shopping out during the festive weeks, Scottish Borders had their annual Volunteer Lunch at the beginning of February. It's a chance to invite all their volunteers to get together and thank them for the huge commitment they show to Food Train and the care and kindness they show to the members. A big thank you to all Scottish Borders members who donated to their Volunteer Lunch, it is very much appreciated.

## Volunteers Wanted

If you know of anyone who is looking to volunteer and can spare a couple of hours either shopping from 7am or driving/helping on van deliveries from 9am, the Borders team would love to have them on board.

Please call us on 01896 751750 or email: [scotborders@thefoodtrain.co.uk](mailto:scotborders@thefoodtrain.co.uk)

## West Lothian

West Lothian were sad to lose one of their long-term volunteers Tom Paterson who passed away suddenly in January. Tom had been volunteering at the branch since 2015 just after his wife Ann joined the volunteering team. Over the years, Tom has collected shopping lists, delivered shopping and library books, taken part in fundraising and training events. He was much loved and respected by all the members, volunteers and staff



and his kindness, good humour and love of biscuits will never be forgotten. Tom's service was well attended by his fellow volunteers and staff from the branch.

West Lothian were joined by corporate volunteers from Sky in November who helped them with



shopping, deliveries and their befriending trips "the day has exceeded my expectations said one staff member who "had the best day, meeting amazing volunteers and spending time with older people who clearly rely on the services". We hope to see the team at Sky again soon.

## Falkirk

46, Falkirk volunteers enjoyed a lovely Christmas lunch which was held in December – It was a great afternoon which everyone enjoyed very much. Thank you all very much for volunteering with Food Train Falkirk.

Volunteers were in good spirits for the Christmas Dress Up Day at the start of December. Festive jumpers and hats were very popular as you can see from the photos. Seasonal joy continued when Falkirk branch had a social quiz and buffet for volunteers. Sadly, team 'Nae Chance' had nae chance of winning, instead placing bottom of the team league.



## Newton Stewart

Congratulations to Bill and Eileen Stewart who just celebrated 55 years of wedded bliss. They both volunteer with the Newton Stewart branch and are such a lovely couple, team Newton Stewart couldn't be happier to have them on their team.



# FUNDRAISING & DONATIONS

## Stranraer

### Stranraer Stingrays Swimming Club – Christmas Cheer



Back in December Food Train Stranraer were approached by the local swimming club, Stranraer Stingrays, who wished to donate and deliver Christmas presents to their members. On the Saturday before Christmas a walking train was created whereby the children and families of the Stringrays along with Eli Sneddon, Stranraer Development Officer, walked around the town delivering Christmas presents to Food Train members, friends, and local nursing homes. Everyone enjoyed receiving their present and having a chat with the children, one lady even decorated her conservatory especially for the Stingrays visit and said it had made her Christmas.



## Dundee



Volunteer Issy and Perth and Kinross Development Officer Carol completed the Mighty Stride Kiltwalk, 21 miles around Edinburgh in September 2023 and raised over £100. They were tired and

exhausted but said it was worthwhile to support Food Train. They plan to enter again but maybe the shorter course called the Big Stroll.



## Dumfries

Second year Edinburgh University Geography and Politics Student Jenna Henkelmann will be running the Edinburgh Half Marathon in May in aid of Dumfries and Galloway Food Train. From Kirkcudbright in Galloway, Jenna has always been sporty and loves swimming, horse riding, netball and running. She says: "Food Train is such a great charity. When I was at school, I always saw the vans out delivering and the volunteers were so friendly. The charity makes sure their members are safe, well-nourished, and supported and this is so important for older people in our communities". If you would like to sponsor Jenna, please go to <https://www.justgiving.com/fundraising/Jenna-Henkelmann2023> you can also give your donation to a volunteer or hand it in at any Food Train Branch.



## West Lothian

West Lothian branch organised a Silent Auction and Quiz Night fundraiser in October. This was a huge success and a great night for everyone who came along. They raised a whopping £1722.44 which has helped continue to deliver vital services in the local community.



Corporate volunteers at ScS once again went above and beyond in their support for the West Lothian branch – the team organised a Christmas raffle – raising £453.00 as well as organising a Halloween fancy dress competition and sponsoring 10 shopping boxes from the money raised. As



you can see from the photos, some of the costumes were absolutely brilliant!

Thank You to Home Instead, who donated £250.00 to the West Lothian Christmas fund.

The team put the donation towards the festive outings for members and volunteers who enjoyed a Christmas lunch and other



festive outings free of charge. Home Instead also organised Christmas gifts for our members as part of their 'Be A Santa Campaign' this is where local residents donated gifts to be handed out in the local community. Thank you to everyone who took part in this campaign our members were delighted with them.



## Falkirk



In September Falkirk branch Manager Amanda and volunteers Linda and Brian took part in the Edinburgh Kiltwalk, raising around £300. Representatives from the branch, including Kirsty and Brian also braved a cold

and wet Saturday to host a stall at Falkirk Charities Day where cupcake sales alone brought in nearly £200.

December saw volunteers Lyndsay and Michael, plus helpers Freya and Bethany help out with a stand at the Grange Manor Christmas Fayre. Tombola tickets, homemade tablet and Christmas cards were available, with many lucky winners taking away a prize. They also held a Christmas raffle, with ticket holders winning prizes that were generously donated by local businesses and supporters. This included vouchers for afternoon tea at Inchyra and Grange Manor, voucher for the Lonely Broomstick, beer from California Brewing Company plus wine and voucher from the Wine Library.



A big thanks goes out to Falkirk College, who provided one of the Food Train collection tins with a new home. One tin full to the brim of change has already been handed in and we are extremely grateful for the generosity of everyone who has donated their spare change. Thanks also to Grangemouth Ladies Probus Group who donated money at a recent presentation. The total raised from all the festive and community donations is almost £400. Every penny raised will go directly back into supporting Falkirk services.

Amid a busy December the Falkirk branch were also exceptionally lucky to be part of two great initiatives. Thanks to Falkirk Football Community Foundation who kindly donated 30 food hampers distributing to local members. Jamie and driver John are pictured above dropping off the hampers to us.



The branch was also blown away by the generosity of Dunelm staff and customers who donated a massive haul of gifts as part of their 'delivering joy' winter campaign. The branch elf helpers shared gifts with over 70 Food Train members across Falkirk and Glasgow, bringing smiles and some heartfelt thanks from recipients.



In Spring last year the Falkirk branch won first place in the Tesco blue token scheme, which saw them presented with a cheque for £1,500. Part of the money went towards funding the Friends Christmas lunch at Falkirk College and the main bulk of the award was used to provide winter warmer packs to 100 of their members. Packs



included a thermal hat, gloves, socks, an insulated mug and fleece blanket. They also secured donations of meals from Parsley Box and Country Foods, along with hand knitted items such as blankets from the Royal Voluntary Service. The packs were delivered at the beginning of December by volunteers Drew and Michael.



### Stirling

Thank You  
Food Train Stirling and Clackmannanshire experienced some lovely festive kindness in December receiving generous donations from;



**Cowane's Hospital Trust** £500

**Carse of Stirling Rotary Club** £250

The branch would also like to say a sincere thank you to everyone who has donated to them throughout the year. From the round to the pound top ups, regular monthly donors, and the one-off donations all add up to a very significant contribution that keeps the Food Train on track.



## BOXTOBER 2023

### THANK YOU

Thank you to everyone who supported our BOXTober fundraising campaign this year. 661 boxes were sponsored raising over £7000 including gift aid.

We can't thank everyone enough for their support.



## POLICY POINTS

Food Train is committed to sharing your voices; especially when there are proposed changes in law and legislation that will affect us all, particularly our relationship with food.

At the start of this year Scottish Government produced the first draft of the National Good Food Plan – this plan is the first step to seeing a new law- the Good Food Nation (Scotland) Act - creating change for communities across Scotland.

We have attended events with Scottish Government to share our views on this plan and have even had the opportunity to ask the Cabinet Secretary Mairi Gougeon, who is the individual leading on this work, questions about how this will affect Food Train members.

This work will be a large focus of Food Train's policy work in the coming months as we ensure everyone's voices are heard and represented in the proposed plans, so please do get in touch if you would like to learn more or share anything with us.

## MEMBER REMINDERS

### Reminder 1

If you ever need to check something with us, give us feedback, or need a contact number or help with anything at all, please just ask and we will do our best to help.

Your feedback is very valuable to us. We understand that we might not always get things right, so if you ever need to make a complaint you can do so by writing to Food Train, 118 English Street, Dumfries, DG1 2DE, by telephoning 01387 270800, or by emailing everything@thefoodtrain.co.uk.

Whilst we hope it will never happen, if you find that you have had cause to complain to Food Train but feel unhappy with how we have handled your complaint, please know that you may also complain to the Scottish Public Services Ombudsman. Details of how can be found within your Food Train Welcome Pack or by contacting any Food Train office.

### Reminder 2

Can we please remind all our members if you have moved and changed your address and telephone number, if something has changed in relation to your care and support needs, or you need to update your emergency contact details, please contact your local branch as soon as possible to update your information.



## Stranraer

### Recycling of Electrical Items

With support from the Material Focus Electricals Recycling Fund, Food Train's Stranraer Branch is piloting a new initiative where their volunteer delivery crews can collect any small electrical items that no longer work or are no longer wanted and take them to the Council recycling facility or the local Re-Use Shop. The new service got off to a good start in its first month, with a TV, toasters, halogen oven, heater, coffee maker, and microwave handed in for recycling and a working radio and kettle for reuse.

The feedback from members has been very positive, making it easier for them to declutter and do the right thing with unwanted and waste electricals, diverting valuable materials away from landfill to recycling and reuse. Cooperation from Dumfries and Galloway Waste Services was key to making this project possible and the aim is to follow up a successful trial by rolling out the service more widely.



## Connects

One of our Meal Makers diners Rona from St Andrews has been busy knitting these fantastic Easter chicks for the Salvation Army, her great grandson Noah loved them so much that she also knitted them for his nursery. Well done, Rona, keep up the good work, we love them.



## General

### Transforming lives through Reading

Scottish Book Trust is a national charity that promotes reading and writing for everyone in Scotland. They receive funding from the Scottish Government and Creative Scotland, trusts and foundations, corporate sponsors and individual donors which allows them to run learning programmes across Scotland. Last year the Scottish Book Trust kindly donated a host of books of various titles to Food Train to distribute to any of our members who would wish to receive one.

Each of our branches has a selection of books available and if you would like to receive any of these books, please ask your local branch for a list of what they have available.

We would once again like to say a HUGE thank you to Scottish Book Trust for their donation.



## Free Books

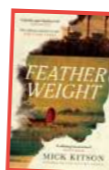
Kindly donated by the Scottish Book Trust

THREE TITLES AVAILABLE FREE TO MEMBERS

#### FEATHERWEIGHT BY MICK KITSON

One wrong move, one misstep, and the course of a life can be changed for ever.

Annie Perry is born beside the coal-muddied canals of the Black Country at the height of the industrial revolution. At nine years old she is sold for six guineas to the famous and feared bare-knuckle boxer Bill Perry, the Tipton Slasher. From that moment on, Annie will fight – for Bill and for her future.



#### THE ISLAND CHILD BY MOLLY AITKEN

The Island Child tells two stories: of the girl who grew up watching births and betrayals, storms and secrets, and of the adult Oona, desperate to find a second chance, only to discover she can never completely escape. As the strands of Oona's life come together, in blood and marriage and motherhood, she must accept the price we pay when we love what is never truly ours...



#### THE TELEGRAPH GENERAL KNOWLEDGE CROSSWORDS

Sharpen your quizzing muscles with this compilation of trivia-based crosswords from the Telegraph!



Contact your local Food Train branch to arrange delivery

## Dumfries

The Pop-Up Café in Head Office has become a firm Thursday tradition at Food Train Dumfries, with regulars and passers by dropping in there's always good craic and great food. They've also had two special pre-booked celebration lunches for Christmas and Burns Day with entertainment from Angelina Bojczuk, local musician who is a regular visitor to the café with Food Train member Moira. As well as running the café, making soup and rolls for their customers for home delivery, cook Lisa has started taking soup and rolls out to local sheltered housing complexes where residents can pop to the lounge for some home-made food. Lovely!



## Dumfries

Earlier this year Dumfries Branch were lucky to have the help of school pupil Elisabeth Schneege from Germany. Her school requires all pupils to do a 3-week work experience placement. Her good friend lives in Dumfries so she decided to combine a visit to her with the work experience. She was a great asset in the shop, on the vans and in the office helping with calls and admin and even created a lovely display board for our Head Office meeting room. Here she is pictured with volunteer Andy and Development Officer Joanne and out on deliveries. We wish her all the best for the future.



## Scot-Borders

### 7 Years on Track

Our Borders branch is now into its eighth year, having started shopping deliveries in September 2017.

Since then, they have supported over 700 local members to get their fresh groceries every week. This means over 150 phone calls each week, having a chat whilst taking grocery lists, checking prices, and helping with choices. In the shop, they take time and care doing the shopping, doing their best to pick the product the members have chosen. Then, out on deliveries, they put away messages in people's homes and take time for a wee blether.

Each year our local members complete the annual survey, and we are always delighted to hear how grateful all our members are for Food Train services.

### Food Train to the Rescue

It was Food Train to the rescue again recently when our delivery team in the Borders arrived at Mrs P's house to a locked door and closed curtains. They called the office to follow up and having spoken to family who didn't live locally, the emergency services were called. The police gained entry and found Mrs P had fallen and was unable to call for help. It was good fortune to be Food Train delivery day and Mrs P sent her thanks to the volunteers after getting home from hospital.

## Stirling

### Major service changes at Food Train Stirling and Clackmannanshire due to discontinuation of funding

This February we received the very disappointing news that due to significant budget challenges Stirling Council can no longer provide an annual grant to Food Train and our funded partnership will end on 31st March 2024.

Since 2011, Stirling Council has been providing annual grant funding (in the region of £68,000) to Food Train to support older people across the region to access vital fresh food and grocery supplies. The service was expanded to Clackmannanshire in 2020 after receiving funding from SP Energy Networks Green Economy Fund. At present the branch have over 90 local volunteers generously giving their time in addition to the small staff team of 3, providing around 7,000 deliveries and supporting 300 households throughout the year.

As the funding we receive from Stirling Council contributes 45% towards the funds needed to sustain Food Train Stirling each year it is vital we find a solution to keep the branch open and maintain the weekly shopping service. Closing the branch is a

last resort option and we have been in talks with Stirling Council about an alternative way of funding it.

Stirling Council value the work of Food Train and the contribution we make to social care provision across the region and are committed to working with us. Unfortunately, this will mean a higher cost for shopping delivery, but we have been exploring the use of Self Directed Support, where members can access an individual support budget from Stirling or Clackmannanshire Council to cover the weekly Food Train shopping delivery charge (N.B. this does not include the cost of weekly groceries).

We are deeply sorry to raise our service charges during a time when everyone is coping with higher costs, but as a charitable non-profit organisation, losing 45% of grant funding requires swift action. We will continue to actively fundraise for grants and donations, to minimise the contributions from members as best we can.

We will continue to keep Stirling and Clackmannanshire Food Train members updated as plans for the new service delivery model come together. If you have any questions, please do not hesitate to give us a call on 01786 450 536. Stuart Miller, our Stirling Manager, is very happy to help. Please be reassured we are doing everything in our power to keep the branch open.

## Newton Stewart

In December Bruce McKenzie from ITV News followed our Newton Stewart shoppers and delivery team to make a film about Food Train and the departure of CEO Michelle Carruthers. It was quite exciting, with cameras attached to trolleys and the delivery van, capturing a wee bit of what our volunteers get up to every day. If you have access to the internet, you can catch up with the program on the ITV player.

Or by scanning this QR Code.

Pictured is Bruce with some of our volunteers on the day.



## Stewartry

There's exciting news at Stewartry Food Train. The branch has been awarded £100,000 from SP Energy Networks Net Zero Fund to replace its current vehicles with 2 new electric models and install a charging point at the Castle Douglas office.

The Net Zero Fund was launched in 2022 by SP Energy Networks, part of the Scottish Power group and is designed to support vulnerable communities across Central and Southern Scotland and ensure no one is left behind on the country's journey to net zero emissions.

The support of SP Energy Network's Net Zero Fund will allow us to electrify our fleet and make a significant reduction to our current emissions output. For our members, our volunteer visits are a key part of their life; having the onsite charging point will be essential in ensuring we always have reliable transport to reach them.

Rosemary McCubbin (pictured), a Stewartry Food Train customer since 2017.

## Stewartry

Long standing Stewartry Food Train member, Nancy Houston had her 100th birthday in March. Here she is being surprised with flowers from delivery volunteers Val and Linda who have been delivering groceries to Nancy since she joined Food Train 10 years ago!



*"Food Train is absolutely brilliant. I found out about the service through caring for my husband before he passed away and now, living on my own, they can sometimes be the only people that I see in a week."*

*"I know that the funding from SP Energy Networks will make a huge difference to the team and allow them to continue supporting people like me who have come to rely on their services"*



## NEW FACES

### Glasgow

Team Glasgow would like to welcome Aidan to the team. Aidan is on work placement and joined at the beginning of February. He'll be with them for the next 22 weeks. Welcome to Food Train Aidan.



# HEALTH AND WELLBEING

## Healthy Hydration

Making sure we get enough fluid to stay hydrated is an important part of staying healthy. As we get older it can be harder to get enough fluid to keep ourselves hydrated. Our sense of thirst can change as we get older making it harder to recognise when we need to drink but it is still vital that we drink regularly throughout the day to prevent us from becoming dehydrated. Read on to learn more about the signs of dehydration, how much we should be drinking and a fun smoothie recipe!

Dehydration occurs when we do not consume enough fluids throughout the day and it can cause a number of issues such as falls, poor concentration, constipation, headaches and urinary tract infections. Dehydration is a common problem in older people and can be difficult to detect. Common signs of dehydration are:

- Dry lips and mouth
- Increased thirst
- Darker coloured urine
- Dry and cracked skin
- Increased confusion or irritability

To prevent dehydration, you should aim to have 8-10 glasses or between 1600ml-200ml of your chosen drink(s) per day. Any fluid that's not alcohol counts towards your goal so it can be best to choose a variety of drinks throughout the day such as water, milk, tea, coffee, fruit juice, and fizzy drinks.

Foods can also help keep us hydrated if they are rich in water and count towards your fluid goal. Try including foods like soups, stews, jelly, ice lollies, yoghurts, fruits, and vegetables in your diet. This can be especially useful if you find it hard to drink through the day.

Smoothies and milkshakes can be a great way to top up your hydration while also getting some extra nourishment in if you are finding it harder to eat and drink enough. Our Super Peanut and Banana Shake is great to have as a drink between meals and is high in protein as well!

## Super Peanut and Banana Shake

### INGREDIENTS

- 200ml milk
- 1 tablespoon of smooth peanut butter
- 1 banana
- 1 small tub (approx 150g) of creamy yogurt (any flavour you like)

### METHOD

Place all ingredients in a blender and blend together.

## Eat Well Age Well Advice Line

At Food Train, our Eat Well Age Well Advice Line is here to listen and support you with any concerns about eating well at home. Call our free phone line for a friendly chat with our Dietitian about any concerns you have about your diet. The advice line is open between 9am – 4pm on Mondays, Wednesdays, and Thursdays.

Poor appetite?

Unplanned weight loss?

Looking for advice about your diet?



### OPENING HOURS

Mon: 9am - 4pm

Wed: 9am - 4pm

Thurs: 9am - 4pm

**EAT WELL AGE WELL  
ADVICE LINE**

**0131 447 8151**



For those aged 65+ in Scotland