



VOLUNTEER SURVEY

2023



Food Train
supporting older people

Food Train volunteers are...



In this last year...

Our volunteers have contributed 160,000 hours of their time freely, generously and with the desire to support older people in their own local community.

Our volunteers have cooked and shared 18,678 meals with our members.

Our volunteers have given 29,000 hours of companionship to our members across the country.

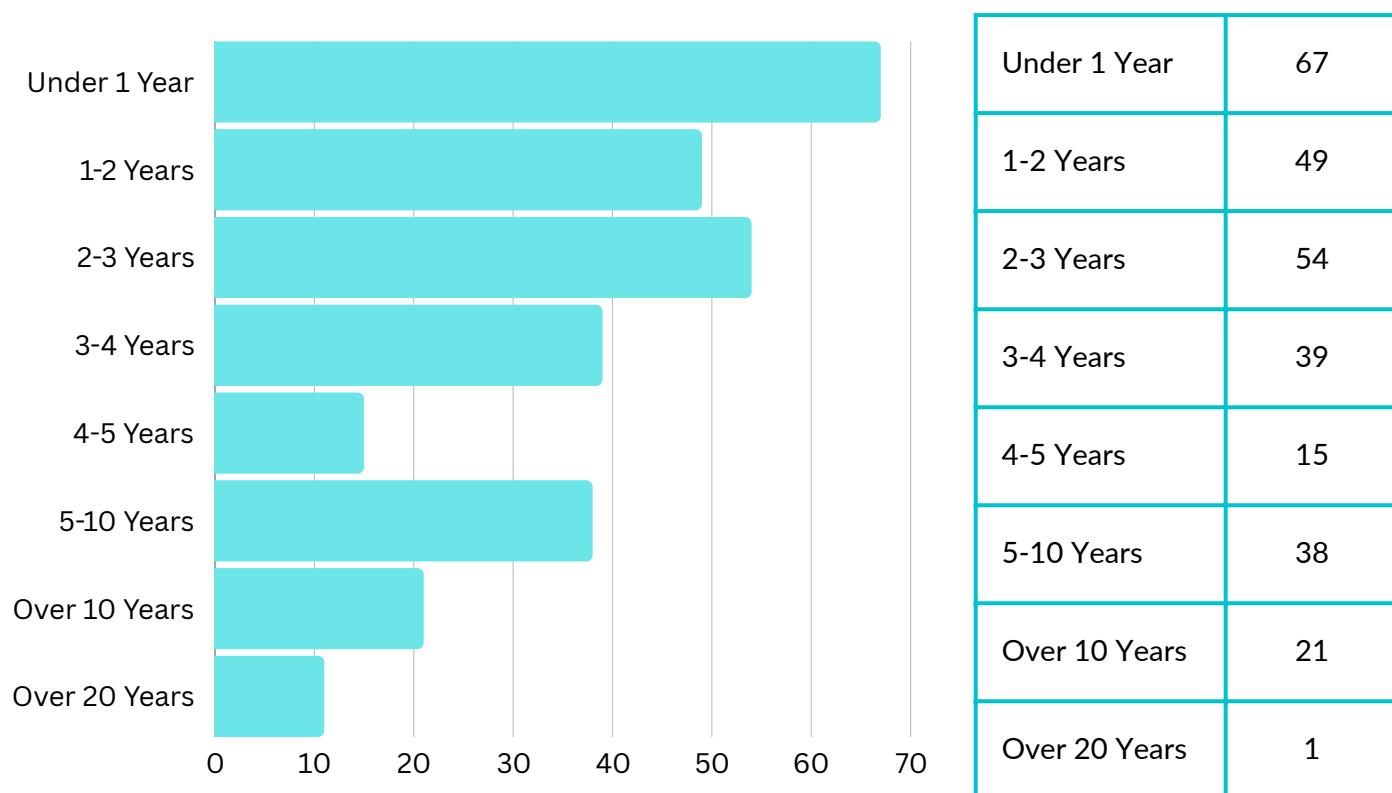
Our volunteers have picked, packed and delivered 61,567 orders to members who would otherwise struggle to access food.

Our network of volunteers support our members and provide the range of services they need to stay independent and live at home. Volunteering is vital to Food Train. Listening to the views of our volunteers and working to bring them the best possible volunteering experience is important to our Board of Trustees and staff. Our annual volunteer survey helps us to do that.

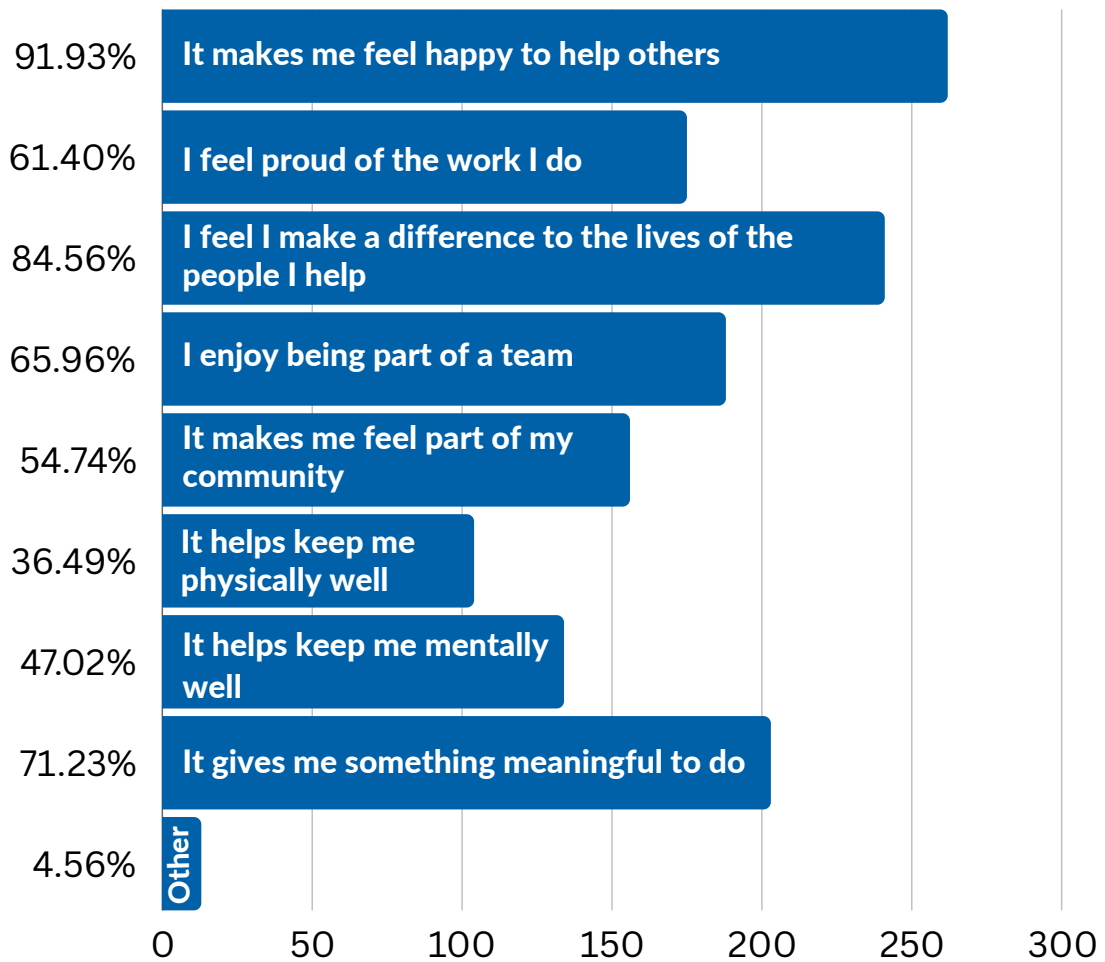
Our 2023 survey was completed by 263 volunteers, either online or in paper format, from across all services in all areas.

The results are on the pages that follow.

How long our volunteers have been with us...

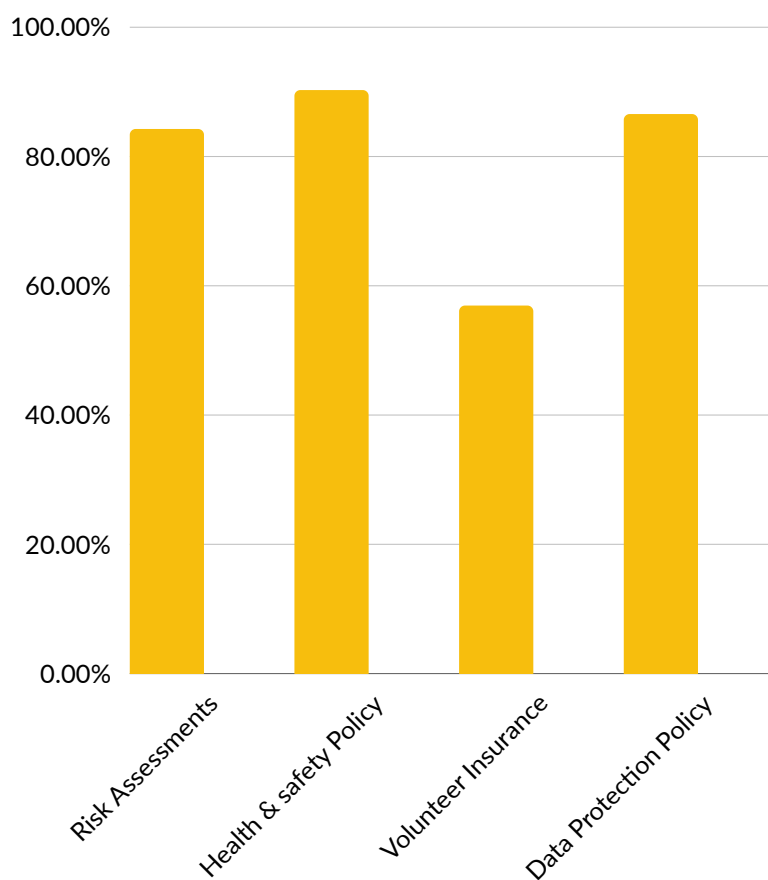


We wanted to know the personal impact our volunteers felt by volunteering with us...



- I feel supported in my role and benefit from working for an organisation that is flexible and responsive to others' needs.
- I enjoy the company of other volunteers and helping people when I am volunteering with the organisation.
- Enjoy the time I spend volunteering with my fellow volunteers and all the office staff. Always made to feel really appreciated. Love it!
- What we do is important, it matters, i have seen it make a real difference.
- A wonderful meaningful experience. I always look forward to my weekly shift. Great people and staff.

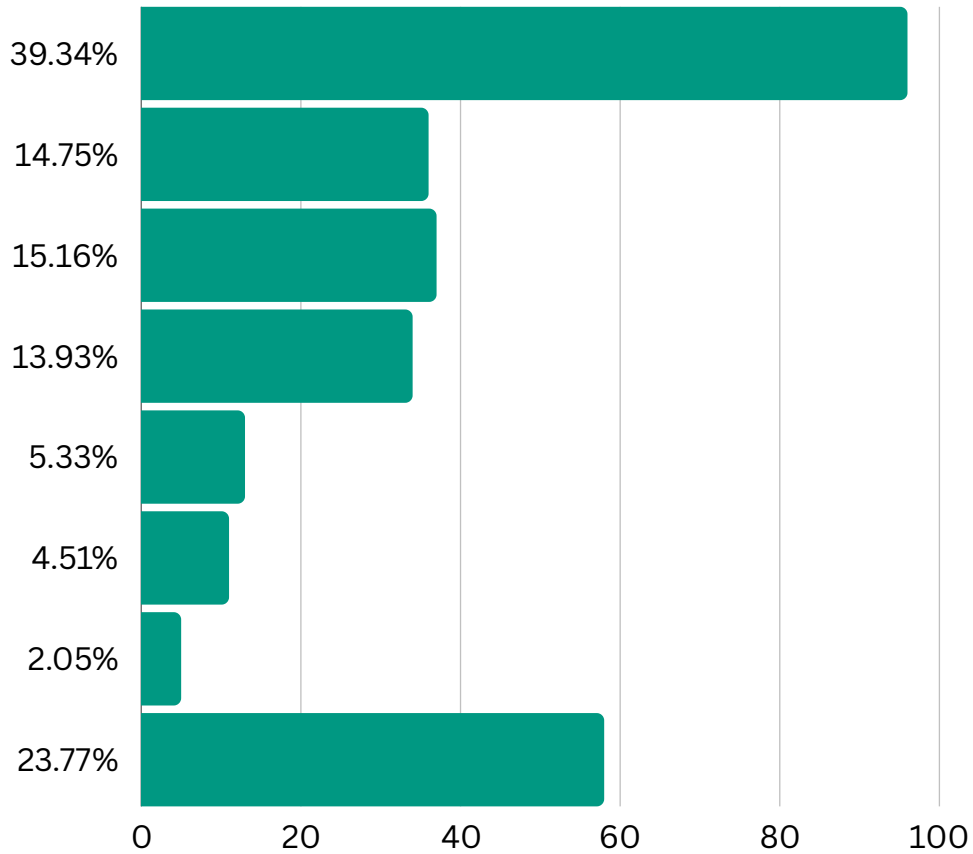
We asked our volunteers if they were aware of the systems, policies or procedures we have in place to ensure they are kept safe when volunteering...



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- I have been sent emails that served to update and inform me sufficiently well on these above issues.
- Only the data protection policy is applicable to my current volunteering role.
- I have knowledge of all these via Food Train training or personal experience.
- Disclosure Arrangement but none of above covered so far.... again not long started.
- I am assuming a risk assessment is in place but don't know for sure. I wasn't aware volunteers were insured.

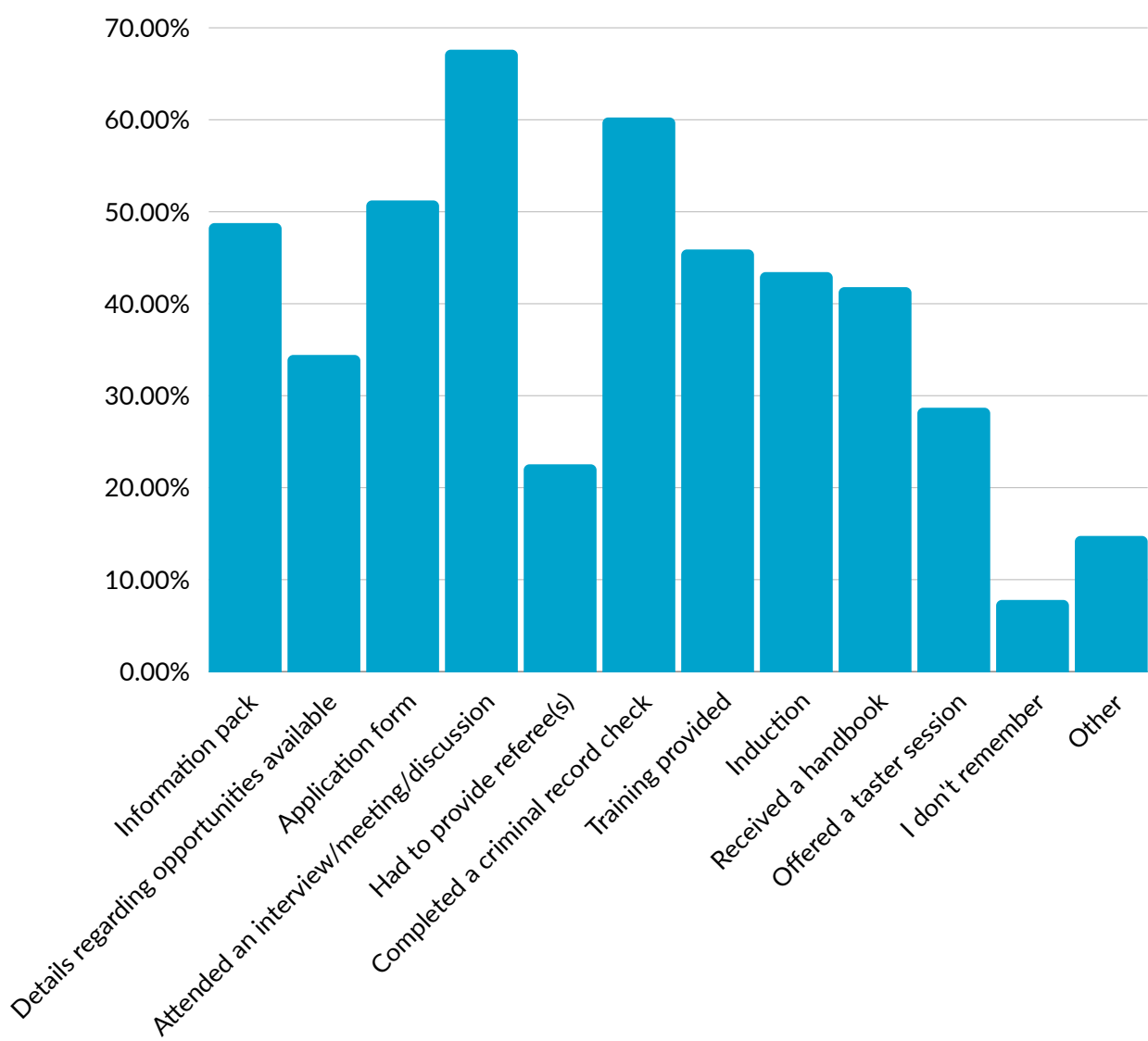
We asked our volunteers how they found out about Food Train...



Word of mouth	96
Organisation's own media e.g. website or publication	36
Internet search	37
Social Media	34
Press	13
Volunteer Centre / TSI	11
Previously involved in the organisation	5
Other	58

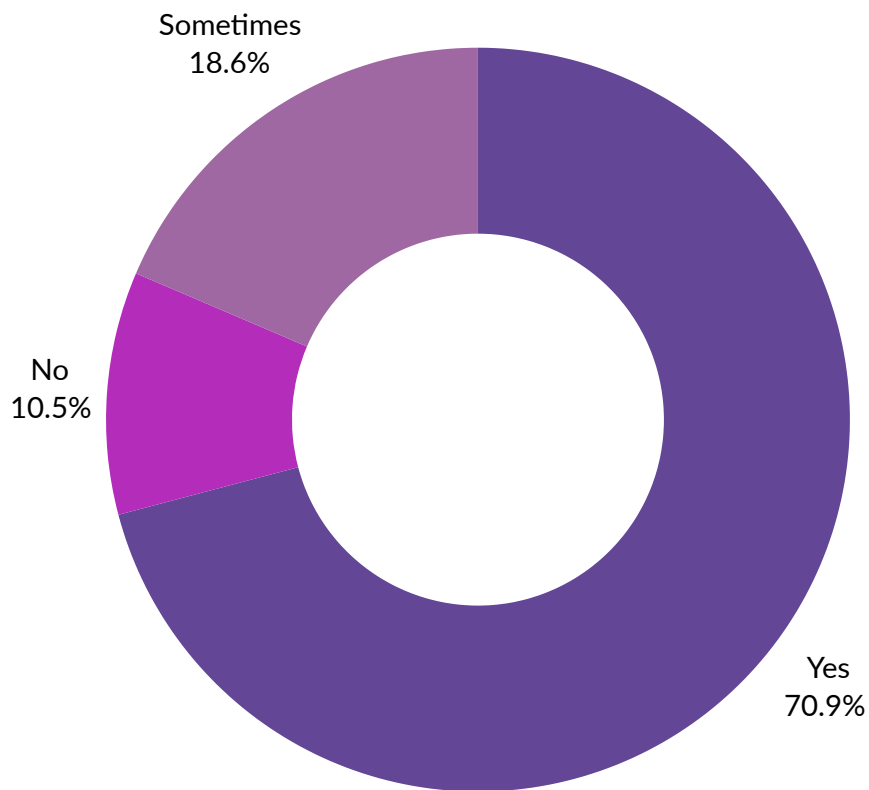


We asked our volunteers to think back to when they started volunteering and if they received any of the following as part of their recruitment...



- I'm very happy with the way I was introduced to my service users.
- When interviewing to volunteer you're asked what role would suit. If the role is not for you there are others available.
- I first started as a shopping volunteer just ahead of the first COVID-19 pandemic lockdown so it was a quick process of signing up and being shown what to do.

We asked our volunteers if they felt they had the opportunity to discuss how they were doing and discuss all aspects of their volunteering...



- Our managers are personable and approachable.
- I have not had such a discussion yet but I am aware that I could take an opportunity to do so.
- A good opportunity to do so at the pre delivery get together and post delivery debrief/ coffee.
- If I felt that I wanted to discuss anything I feel that the staff are very approachable and I'd feel comfortable doing so.
- I would have if I felt it necessary but am quite content without discussion.
- I think most of us feel relatively confident and free to air any opinions and grievances with the staff in the office who prepare our tasks.

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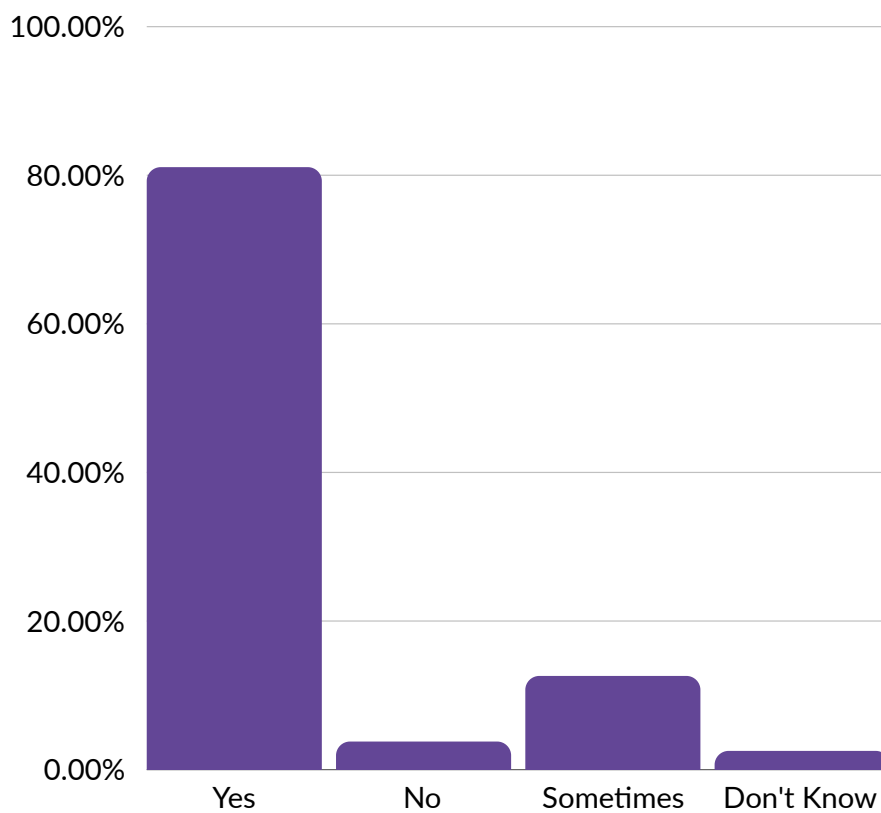
We asked our volunteers if they felt Food Train reflects the demographics in Scotland and in their community...

- My fellow volunteers make for a diverse group and they all get on well with each other.
- It appears representative to me.
- Unsurprisingly the volunteers are on average slightly older but there are many who still work and fit volunteering around that.
- The proportion of volunteers or members do not reflect the ethnic composition of Scotland.
- Most appear to be retired .. but still fit and alert.
- Yes, our customers show a varied demographic.
- Who cares? We need volunteers and we are not a social experiment.
- D&G is a predominantly Caucasian community so the demographic may seem exclusive but this just reflects the population of the area.

Yes	54.07%
No	4.07%
Sometimes	6.50%
Don't Know	35.37%



Volunteers told us how often they have the opportunity to meet with staff and/or other volunteers (either in person or online)...



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Suggestions included:

- Have get togethers so we can meet other volunteers from other parts of the organisation.
- Would be helpful to meet with other volunteers occasionally.
- More social events for volunteers to meet up outside of the day job.
- Bring back volunteer meetings and celebrations.
- To have more team meetings.

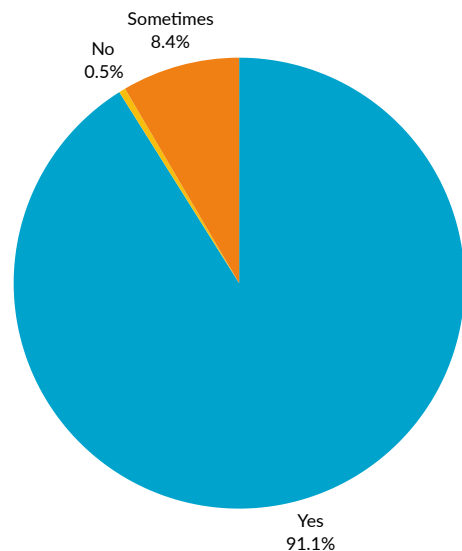
We wanted to know if our volunteers felt they were asked for feedback on their role and experience with us...



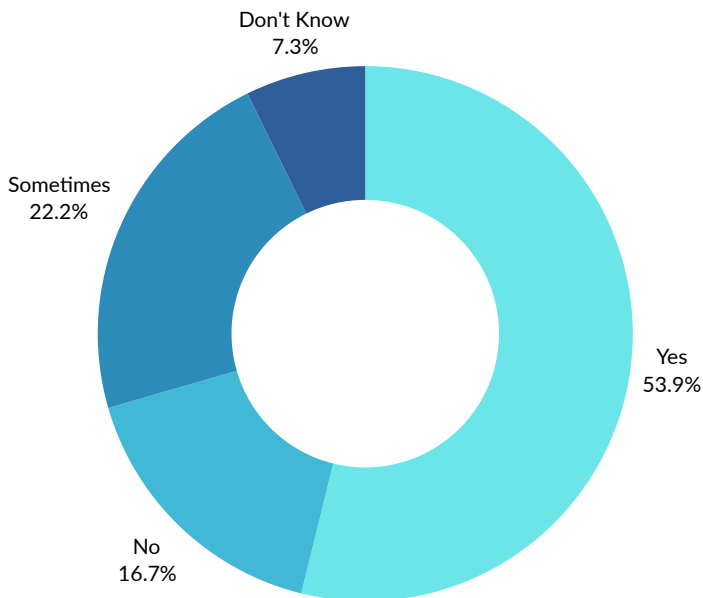
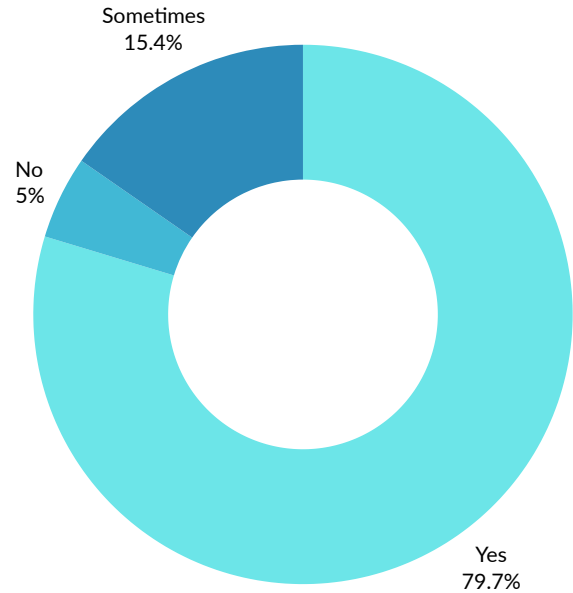
- I feel my contribution is valued.
- A wonderful meaningful experience. I always look forward to my weekly shift. Great people and staff.
- I love volunteering with Food Train. It is good to be part of a very diverse team of volunteers providing support to the elderly.

We were interested to find out if our volunteers felt their contribution is valued, meaningful and rewarding...

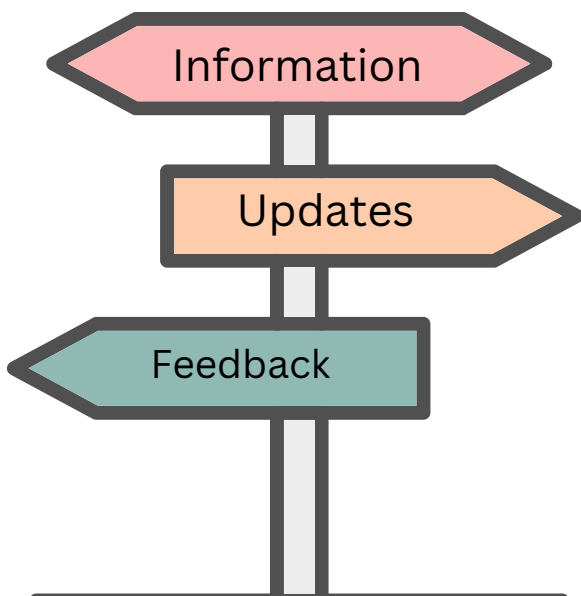
Yes	91.1%
No	0.42%
Sometimes	7.56%



We were interested to find out if our volunteers felt that there is two-way good communication between volunteers and ourselves...



We wanted to know if our volunteers felt they were asked for feedback on their role and experience with us...





We asked our volunteers for their views on their volunteering experience with us

- I have enjoyed working/volunteering with Food Train for over 10 years. Friendly colleagues/staff in both office and shop and a small part in helping others.
- Have enjoyed a number of years working for this organisation and made a number of new friends.
- Enriching experience for my phone friend and myself.
- During my almost four years of volunteering in two different roles for Food Train, it has been a very positive experience and a real sense of community in supporting older people locally and across Scotland.
- I feel I'm contributing to local community in a worthwhile way.
- A wonderful meaningful experience. I always look forward to my weekly shift. Great people and staff.
- It just gives me a good feeling to know that what I do is very much appreciated by my customers and their families.
- A rewarding way of using some spare time in my retirement.
- I enjoy my experience with the Food Train very much. I enjoy the company. Gives me some routine. I'm happy with the amount of responsibility I have. Feels it's a very good organisation in its aims and it is run well.
- I love the sense of helping out within the community - have no interaction with the organisation but have no need to.
- I am happy in this role where really it is just between me and the person I'm helping. Very simple but very worthwhile.

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We asked our volunteers for their suggestions any improvements...

- Yes. Next time you send out this survey to all concerned - and please forgive me for saying so - it might be a good idea to reduce massively its length.
- I think potential for volunteers to play a part in ‘recruiting’ new customers, when carrying out deliveries (e.g. leaflet drops where appropriate).
- Maybe just more PR so that people know about it, both client wise but also for volunteers.
- Would be helpful to meet with other volunteers occasionally.
- Secure new volunteers, however I’m not aware of all the efforts already been implemented to try recruiting them.
- Occasionally there are shopping deals eg a man asked for a steak at around £5 but there was a deal 2 for £7. I am less confident the driver /delivery colleagues would let them know what is available.

