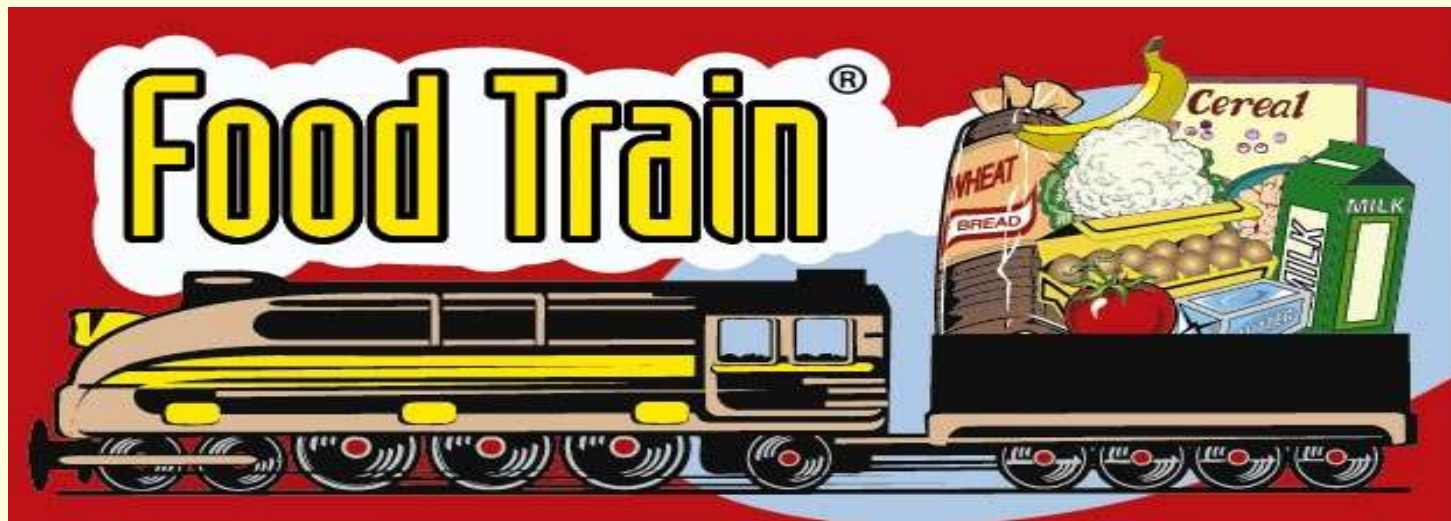


supporting local older people at home



Who are we? What do we do?

- Scottish charitable social enterprise delivering support services to older people living at home to enable them to eat well, live well and age well
- **Food Train** - weekly grocery shopping delivery service
- **Food Train EXTRA** - practical household support service
- **Food Train Friends** - befriending and contact service
- **Food Train Library** - outreach service for housebound elderly
- **Meal Makers** – neighbourhood meal sharing



Where did it all begin

- Started by older people in Dumfries 1995 after results of a community survey highlighted food access as a serious issue for older people, volunteer led service established to ensure local older people could eat well and live more independently
- Set up as Charity, Company Ltd and Social Enterprise, started with 5 customers and ran entirely by elderly volunteers 1995-2002, aided by CVS with premises, admin support, governance etc. partnership with local grocery shops, referring agencies and volunteers
- Scottish Executive investment of £187,000 in 2002-2006 helped expansion across Dumfries & Galloway – customers grew from **50 to 350**, volunteers from **15 to 150** , Food Train EXTRA home support service added 2006-2008, Food Train Friends in 2010
- Scottish national expansion underway in 2009 with scoping work and first new regional Food Train opened in 2010 in West Lothian, then over next 5 years to Stirling, Dundee, Glasgow, Renfrewshire, North Ayrshire and

Food Train today

- ✓ **2,100+** members, **900+** volunteers, **32** staff and still growing!
- ✓ **7** Regional Branches in Scotland providing food access, working in partnership with Council and NHS
- ✓ **31** delivery vans and **4** minibuses across Scotland
- ✓ EXTRA and Library service in West Lothian, Extra and Friends in D & G, Friends in Dundee
- ✓ **40,000 +** grocery deliveries in the last 12 months, shopping value of £1.3million
- ✓ **110,000** hours of volunteering activity over the last year
- ✓ Over **6,000** befriending hours in Dumfries & Galloway alone
- ✓ **200+** Meal Makers matches made, **1,500+** meals shared, covering 13 LA areas

Who uses Food Train services

- Available to any older person experiencing difficulty getting their grocery shopping; can be used short term or long term and with any frequency from weekly or less often
- Older people can self refer as self help/preventative measure; any health/social/care agency can refer as part of more intensive health/care package (50-65 yrs with complex needs referred by health or social work)
- EXTRA service helps the most frail with simple living at home tasks
- Befriending helps those most socially isolated and lonely to get out and enjoy life and friendships, home visits and phone calls to those less able
- Library helps housebound to continue enjoying reading and audio materials, provides 1-1 matches for reading as well as delivery of library resources
- Meal Makers provides regular home cooked meals f.o.c for those identified struggling with cooking/malnutrition
- All service users are company members with a vested interest and democratic say in shaping the charity

Customers

- Easy sign up and self referral, can use any part of Food Train in their area
- No means or health testing, no form filling to begin
- Regular reliable supplies of fresh groceries of their choice plus choice of local shops
- Flexibility to use grocery service every week, less or when needed
- Regular social contact with volunteers
- Add-on services developed in areas responding to need
- Information provision, signposting and referrals to external agencies

Volunteers

- Great way to meet other people and be active in their community
- Skills and experience to help those seeking work, references provided
- Great way to keep active and give structure to life if lacking
- Opportunities suitable for people with wide variety of support needs
- Access to training opportunities (in-house and external training)
- Free PVG check, uniform and ID Badges provided
- Out of pocket travel expenses
- Volunteering makes you happy!

"It gives me such peace of mind to know the volunteers are there keeping an eye on me, they are all so kind and helpful."

"When they deliver the shopping the order it's lovely to have a blether."

"Volunteering is a rewarding experience and it's great to be able to help when people most need it."

"A big thank you to the volunteers, I couldn't cope at home without you."



"We enjoy reading and it's such a bonus that Food Train now delivers the books to us."

"It's very helpful to be able to choose the amount of time I can give my volunteering role to fit in with family life."

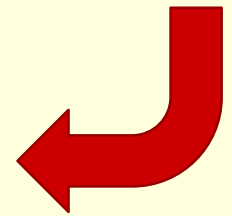
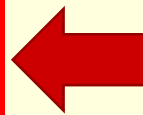
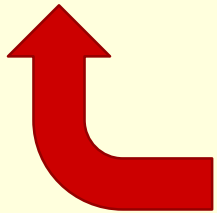
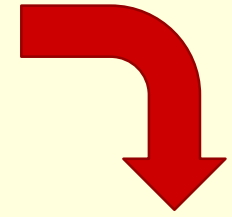
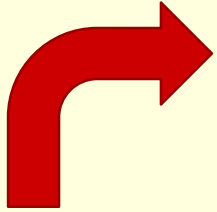
"I eat more vegetables now, being able to get fresh food and rely on it, is great. Food Train is excellent and now I'm using the other services too."

Why does Food Train work so well?

- Created by older people for older people 20+ years ago, all service developments led by members, not driven towards funders or policy (if people need it, want it and design it, they will use it)
- Demographic changes mean growing numbers of frail older people; 15% more over 85's in the next 5 years means demand is likely to keep growing
- Offers flexibility, easy access, choice, affordable, provides good value to members and funders, peace of mind for families, neighbours and carers
- Links people to other services, acts as an anchor and knowledge hub for older people, fits alongside formal care provision
- Wide variety of volunteering opportunities for all ages and abilities, offers learning, new skills and training, gives people a place, identity and a part in their local community
- It's simple, meets universal needs, helps people at 'their' time and point of need, promotes independent living and ageing well

Health & Social Care Integration, Food Train and Prevention

- Growing numbers of frail older people; tackling malnutrition and loneliness is vital to wellbeing and independent living (10% of over 65's malnourished and 10% over 65's often or always lonely causing public health concern and significant preventable costs to NHS & Council)
- Food access/provision, help with household tasks and social/recreational support is overlooked in Scotland's Free Personal Care provision, in filling the gap for our members we also fill (some of) the gaps in care provision
- Difficult and costly for statutory agencies to provide large scale food access to all older people in needs and legislation works against doing that, plus we can bring in private sector retail partners
- Social enterprise model works = less dependency on statutory funding, affordable charges keep it inclusive and gives members ownership
- Scalable model, resources that can be used in other ways for the same client group or different (e.g. adding the library service using existing vans, routes, volunteers, add in befriending and you have a whole new service achieving a bigger range of outcomes)



**Thank you for inviting me
to talk about my
favourite subject!!**



You can visit us at
www.thefoodtrain.co.uk
www.mealmakers.org.uk

