

DUNDEE CITY COUNCIL**REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 29 OCTOBER 2012****REPORT ON: FOOD TRAIN****REPORT BY: DIRECTOR OF SOCIAL WORK****REPORT NO: 403-2012****1.0 PURPOSE OF REPORT**

The purpose of the report is to inform the committee of the progress made by the Food Train.

2.0 RECOMMENDATIONS

It is recommended that the Social Work and Health Committee:

- 2.1 Note the progress of the Food Train.
- 2.2 Endorse the steps being taken to support community capacity building and to co-production in order to meet the demands of demographic changes and future demand for services.

3.0 FINANCIAL IMPLICATIONS

- 3.1 Operating costs for 2012/13 are £84,000, with Dundee City Council contributing £73,510 to this. This is funded from the Social Work Department Revenue Budget. A contractual agreement is in place to govern the arrangement.

4.0 BACKGROUND INFORMATION

The Food Train, a grocery shopping service for older people, was established in Dumfries and Galloway in 1995. Following the demand for the service the Scottish Government allocated funding in order that the service be expanded into other areas, and in 2011 Dundee City was proposed as an area for expansion. Following the approval by the Social Work and Health Committee on 27 June 2011 the Food Train was established in Dundee City and began operating in January 2012.

4.1 Current Position

- 4.1.1 The Food Train has been in operation for 8 months. The customer numbers have increased steadily on a monthly basis. At the launch of the service there were 15 customers. There are now over a 100 customers receiving the service. A second vehicle has been secured in order to meet the demands of the service and to ensure that further increases in capacity can be met.
- 4.1.2 Morrison's Supermarket was the first to support the service with Asda, Milton of Craigie, being offered as an alternative choice to customers in July 2012. Sainsbury's are willing to become involved when the level of interest for this supermarket from customers expands.
- 4.1.3 The referrals into the service are coming from two main sources; social work and self referrals, other sources of referral are from families/carers, Housing and the NHS.
- 4.1.4 There is an even spread of customers across the city with 39% coming from the Central area, 30% from the East and 31% from the West of the city.

4.2 Volunteer Opportunities

There are currently 45 volunteers giving their time to the service. Volunteers include retired individuals, younger people who are seeking work experience in order to up skill themselves for the employment market, and people with disabilities. All the volunteers receive training and have PVG (Protecting Vulnerable Groups) checks. The Food Train works closely with the Dundee Volunteer Centre.

4.3 Added Value

In addition to providing a grocery delivery service the service provides a monitoring function and report any concerns regarding customers back to social work. It also provides a link to older people in Dundee who are not known to social work. They have been used to promote various schemes such as the Trusted Trader Scheme and the SCAM scheme, and have worked with the Fire Service in order to inform older people of the Fire Safety Checks offered by the Fire Service, and to inform the Fire Service of people who may be at risk.

4.4 Increased Grocery Shopping Capacity for the City

The Food Train is providing a service to over 100 older people, and has the capacity to continue to grow. In addition Dundee City Council Shopping Service is providing a Grocer Shopping Service to a further 90 people, 15 of which are under the age of 65. 75 older people wished to have their grocer shopping delivered by Dundee City Council, rather than transferring to the Food Train.

This means that overall, over 200 people in Dundee can now access a grocery shopping service. Food Train has the capacity to expand further in order to meet the growing need for the service for the over 65's, and Dundee City Council Shopping Service has the capacity to provide a service to people under 65. There are no waiting lists for a grocery shopping service.

4.5 Impact on Dundee City Council Community Meals Service

As stated in 4.4 the numbers of people receiving a shopping service from Dundee City Council has decreased, although not at the rate than had been previously expected. However the decrease has enabled the Community Meals Service to implement from October 2012, a small test of change, regarding the provision of additional meals at the weekends. As the shopping service decreases this additional resource will be used to further increase the community meals service and if there is still capacity in the system, used to assist with the delivery of Community Alarm/Telecare equipment.

4.6 Governance

A contract and service specification are in place. Regular contract monitoring meetings are held. The Food Train undertakes its own service user satisfaction survey on an annual basis and attached (Appendix 1) is copy of the information in relation to the Dundee Food Train. The survey demonstrates that there is a high level of satisfaction with the service, and that it assists people to increase their independence.

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Assessment. There are no major issues.

An Equality Impact Assessment was carried out in May 2011 and is available on the Council Website <http://dundeecity.gov.uk/equandiv/equimpact/>.

6.0 CONSULTATIONS

The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services.

7.0 BACKGROUND PAPERS

Committee Report 286-2011.
Equality Impact Assessment as at 02/05/2011.

ALAN G BAIRD
DIRECTOR OF SOCIAL WORK

DATE: 5 October 2012



Food Train Customer Satisfaction Survey 2012

We aim to distribute this questionnaire to as many members as possible. Surveys are hand delivered by volunteers who make every effort to give one to every customer in their branch during a specified time period each summer. As some members use the service fortnightly, monthly or less than a proportion of customers across each region will not have received a survey. In Dundee 81 surveys were distributed and 43 were returned, in most cases the majority of questions had been answered. With guidance and advice from researchers at Queen Margaret University Edinburgh, we included some questions on food, nutrition and eating, to help us gather baseline evidence about the food related needs of our members. This new information will help us with future planning and improvements to our services.

Food Train would like to take this opportunity to thank all the volunteers involved in distributing and collecting the surveys and our members for their help in completing the survey and all their complimentary comments which were much appreciated by all the volunteers and staff. All comments on service improvements have been recorded and will be looked at by the Staff and Directors at our forthcoming Board Meetings.

Customer Complaints:

From 43 surveys completed, 4 indicated they had complained about the grocery delivery service. In all instances the complaints had related to wrong, missing or unsatisfactory goods delivered. This indicates that our current process for exchanging/returning/refunding goods is working well and that any issues that arise are being dealt with by local staff and volunteers quickly and efficiently where we have the ability to do so.

All complaints were dealt with to the satisfaction of the customer. There are many factors which contribute to a successful grocery delivery including the customer's ability to express what they wish to order, the volunteer or store helper accurately interpreting the shopping list, the stock level and quality of produce on offer at each grocery store and expected delivery timescale. There are many variable factors in the shopping process and receiving so few complaints indicates we are getting it right for our members consistently. We will continue to do all we can to ensure our members receive exactly the groceries they order, whilst bearing in the mind the factors in the process outside our control.

Of the surveys received, 9 members chose to make further comment on our services, here are a selection of comments made:

Dundee Food Train

- "They deserve all success".
- "A very helpful service".
- "'Your fridge is your friend' leaflet is an excellent guide".

FOOD TRAIN SURVEY RESULTS 2012

QUESTIONS	TOTALS	PERCENTAGE	COMMENTS
Questionnaires distributed	81		
Questionnaire returned	43	53.09%	
How long have you used Food Train's shopping service?			
less than 6 months	27	62.79%	
6-12 months	8	18.60%	
more than 1 year	1	2.33%	
more than 5 years		0.00%	
How would you rate the efficiency of our shopping service?			
Excellent	22	51.16%	
Good	11	25.58%	
Fair	3	6.98%	
Poor		0.00%	
Without Food Train could you access a shop for food?			
easily	1	2.33%	
with difficulty	21	48.84%	
not able	13	30.23%	
Do you find our volunteers capable, friendly, willing and helpful?			
Yes	36	83.72%	Very helpful, Yes in every way, Very pleasant and helpful, The Volunteers are very helpful and always friendly,
No	0	0.00%	
Comments	15	34.88%	
How has using Food Train helped you?			
health	13	30.23%	It has helped me get my shopping enormously, Main gain is getting them to bring the heavy stuff, tins, fresh milk etc.
independence	26	60.47%	
mobility	12	27.91%	
improved diet	12	27.91%	
social contact	10	23.26%	
help/advice on other services	5	11.63%	
general wellbeing improved	15	34.88%	
other comments	2	4.65%	
How did you become aware of our shopping service?			
friend	7	16.28%	
social services	13	30.23%	
nurse/gp	3	6.98%	
family	2	4.65%	
newspaper	6	13.95%	
day centre/lunch club	1	2.33%	
supermarket	0	0.00%	
others	5	11.63%	

QUESTIONS	TOTALS	PERCENTAGE	COMMENTS
Have you ever had to complain about our shopping service?			
Yes	4	9.30%	
No	32	74.42%	
What was your complaint regarding?			
Order not picked up		0.00%	
Wrong items delivered	4	100.00%	
Missing or unsatisfactory items delivered		0.00%	
Other		0.00%	
Was your complaint dealt with to your satisfaction?			
Yes	4	100.00%	
No		0.00%	
Comments			
What do you find our newsletter?			
Enjoyable and informative	26	60.47%	Interesting, I think you have covered all aspects, Weak eyesight, Recipes and ideas good, Interesting and enjoyable comparing price lists 1952 - 2012.
Did not like	1	2.33%	
Unable to read/poor eyesight	2	4.65%	
Number of comments received	4	9.30%	
What age are you?			
65-69	2	4.65%	
70-74	5	11.63%	
75-79	8	18.60%	
80-84	6	13.95%	
85-89	7	16.28%	
90-94	2	4.65%	
95-99	1	2.33%	
100+		0.00%	
Are you?			
Male	9	20.93%	
Female	24	55.81%	
Are you?			
Living alone	27	62.79%	
As a couple	5	11.63%	
live with friends/relatives	1	2.33%	
Do you receive any other home care or support services?			
Yes	21	48.84%	
No	10	23.26%	
If yes, what kind of home care/support do you receive?			
Care call	6	28.57%	
Personal care	11	52.38%	

QUESTIONS	TOTALS	PERCENTAGE	COMMENTS
Household help	17	80.95%	
Other	3	14.29%	
Since using Food Train have you changed what you eat?			
Yes	11	25.58%	More of a variety, I eat a lot better, When I had to go to the shops I was limited to what I could carry.
No	18	41.86%	
Comments	13	30.23%	Improved diet, More choice.
What issues affect what you buy each week?			
price of food	18	41.86%	
effort to cook	14	32.56%	
amount of waste	6	13.95%	
healthier options	7	16.28%	
taste	11	25.58%	
texture	4	9.30%	
Is there any help that you think would expand your food choices?			
cheaper prices	11	25.58%	
Ideas for meals	11	25.58%	
cooking demonstration	2	4.65%	
gadgets to make cooking easier	5	11.63%	
help with food preparation	1	2.33%	
visit to supermarket	7	16.28%	
special cutlery for mealtimes	1	2.33%	
Do you have any suggestions for other services Food Train could provide to help you?			
Number of comments received	9	20.93%	Leaflets about household linen or towels, clothing etc.
Have you any other comments about Food Train?			
Number of comments received	9	20.93%	They deserve all success, A very helpful service, 'Your fridge is your friend' leaflet is an excellent guide.