

Colinsburgh Town Hall



Colinsburgh Galloway Library

Your Voice, Our Food Hub: Feedback Summary of Survey

November 2025

Purpose of this Report:

To summarise recent participant feedback regarding the Tuesday Morning Café/Food Hub (10.30am–12 noon at the Town Hall) and the Friday Soup & Blether Food Hub at Colinsburgh Library, with a focus on community impact, strengths, and areas for consideration.

There were also several informal discussions from the community residents directly with volunteers – who preferred feedback verbally due to digital capability challenges which also provided another opportunity to gather evidence.

The survey was conducted over a six-week period, from September 5th to October 10th, 2025.

Distribution options:

The survey link was promoted on social media, and a paper copy was made available at both events. (Tuesday Café, Soup & Blether Friday)

A poster was presented at the café and hub to provide immediate access to information. Tablet or laptop on-site for those comfortable with technology and for those who need support with technology.

Digital Survey:

A Google Form/Microsoft Forms survey.

A series of open questions (e.g., “How welcoming did you find today?”)

Paragraph text for open-ended comments (“Any suggestions or feedback?”)

Paper Survey:

Printed survey version provided.

Questions matched those in the digital survey. Dropbox and envelope available at exit for completed forms.

Advantage: captured feedback from people without technology access or preference.

Verbal Feedback Opportunities

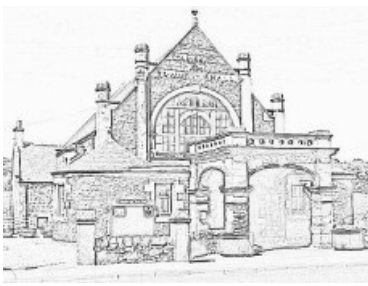
Volunteers asked participants directly for quick impressions during and at the end of sessions. Provided a discreet “Feedback Corner”: a small table where attendees can speak one-on-one with a volunteer or leave comments on post-it notes.

Optional structured method:

“How did you find today’s session?”

“Any suggestions for improvement?”

Comments were recorded in a volunteer log for later digital/paper entry to keep all feedback together.



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Combining Feedback

A total of sixteen paper surveys were completed, with 14 respondents specifically commenting on their experience at the Tuesday Morning Café. There were also 7 post-it notes with comments recorded from participants said to volunteers.

Overview

Feedback indicates that both the Tuesday Morning Café and Friday Soup and Blether Food Hub are highly valued and well-attended community initiatives. Respondents consistently describe the events as friendly, welcoming, well-organised and important to local social life.

Key Findings:

1. Welcoming Environment

Participants repeatedly state they feel very welcome. Volunteers are described as pleasant, respectful, helpful, and friendly. The atmosphere is viewed as relaxed and positive.

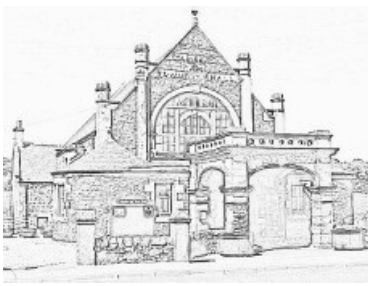
2. Social Connection & Wellbeing

For many, this is a key social event of the week. Several attendees mentioned living alone and value the opportunity to meet others. Comments highlight how important the projects are for preventing loneliness and encouraging community spirit.

3. Organisation and Quality

Events are considered well run and orderly. Soup, cake, and coffee are enjoyed, particularly on Fridays. Café sessions on Tuesdays are valued for conversation and companionship.

Stay up to date with local news and events by joining the Colinsburgh and Kinneuchar Community facebook or visiting www.colinsburgh-community.org.uk



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Community Impact

Feedback shows that the initiatives:

- Encourage residents to socialise and support each other.
- Provide a safe and friendly space for conversation.
- Reduce food waste.
- Offer affordable access to food and refreshments.
- Support those who may otherwise have limited social contact.

Numerous participants noted that increased attendance would be beneficial, as they consider the initiative to be highly valuable.

The Food Hub brings the two communities (Colinsburgh & Kilconquhar) closer together, broadening our reach and fostering stronger collaboration.

It also underscores the continuing need for more volunteers. The hub offers a meaningful opportunity for volunteers to empower others, while experiencing personal satisfaction and humility that comes from giving their time to a worthwhile cause. Through this shared effort, the communities are building lasting connections, pooling resources, and supporting one another more effectively than ever.

Many participants remarked that more people should attend as the initiative is “very worthwhile.”

It has also been identified that many committee and community members have valuable skills. By volunteering even for short periods, we can support each other and contribute meaningfully to the hub’s activities. These shared efforts not only help the community immediately but also create a sense of belonging and comfort, knowing that our contributions will have a positive impact on future generations.

Areas for Consideration

Produce can be limited for those who arrive later.

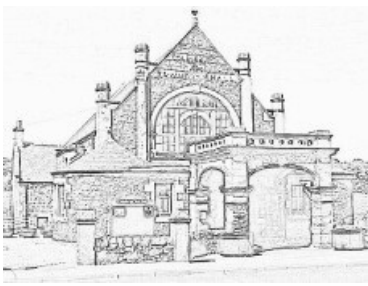
One participant preferred previous seating arrangements instead of queueing.

General suggestion to encourage wider attendance and publicity.

A light-hearted request: “Linda needs to dance more!”

No significant complaints or negative themes were identified.

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Conclusion

The Tuesday Morning Café and Friday Food Hub are making a clear and positive impact within the community. Attendees consistently report feeling welcome, supported, and socially connected.

These initiatives are inclusive, promote mental wellbeing, and strengthen local community spirit. Feedback strongly supports the continuation of both projects.

Providing a warm space offers much more than heat. It helps the whole community to be more sustainable and save money on household bills, particularly during colder months. It provides a safe, friendly environment where people can socialise, reduce isolation, and maintain their mental wellbeing.

Running twice-weekly sessions ensures regular opportunities for check-ins if anyone needs help or support. Fife Council and Voluntary Sector representatives hold drop-in welfare support sessions as when required and are on hand to assist with benefit enquiries, advice for carers and wider welfare guidance.

The Colinsburgh Food Hub also provides essential support for Period Poverty, offering items discreetly and without judgement. In many ways, it operates as a twice-weekly one-stop shop, offering comfort, community and practical help or signposting all in one place.

Brent Walker - Chairperson
Colinsburgh Community Trust