

## Summary

# Christmas 2023 Feedback - Clients

February 2024

## Christmas Hamper Feedback from Oasis Clients

### In Numbers:

- Oasis provided 100 large and 16 small hampers this Christmas.
  - 60 of our clients responded to the feedback form.
  - 100% of respondents stated that there was enough food in the hamper to cater for their family.
  - 100% agreed that the hamper helped them manage Christmas more easily.
  - 98% of the respondents rated the food quality as excellent.
  - Only 9% of those who responded received help from other agencies such as:
    - Homestart
    - Church
    - Rotary Club
    - Voucher from child's school
- In total, we spent £14,426 on the hampers and £10,129.10 on food vouchers (made up of 85 x £100 vouchers and 23 x £75 vouchers).

### In Pictures:



Preparing the Hampers 1



Preparing the Hampers 2



*Preparing the Fresh Food 1*



*Preparing the Fresh Food 2*



*The Complete Hamper*



*Inside the Boxes – Sweet and Savoury Treats and a Festive Toy*



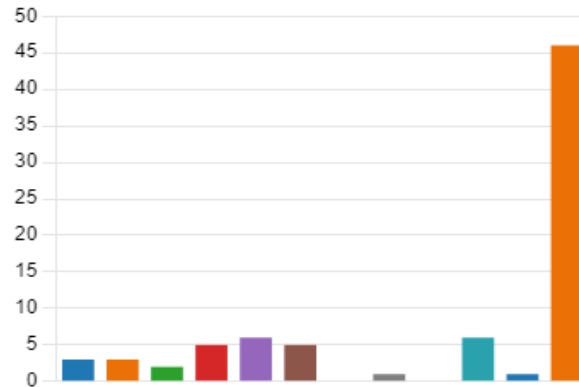
*Contents of the Fresh Food Hamper*



## Feedback on Contents of the Hampers

Which products would you have liked to receive more of?

● Fresh fruit	3
● Fresh vegetables	3
● Meat	2
● Fish	5
● Christmas treats	6
● Snacks	5
● Bread	0
● Tinned goods	1
● Cereal	0
● Toiletries	6
● Other (please specify below)	1
● Nothing, everything was great!	46



## Words from Our Families:

- *It meant I didn't have to borrow any money to get the extra bits that we needed that was supplied in the hamper (meat fruit and veg)*
- *I couldn't afford a Christmas dinner and Oasis provided all food needed for many days not just the "big day"*
- *Without oasis we wouldn't have had Christmas!! Money is so tight , everything is so expensive we wouldn't of had Christmas lunch/dinner*
- *It took away the stress of worrying about making sure we had done a good shop to feed our family over Christmas, every month if tight and a struggle so it was so heart warming to be given a hamper ❤️*
- *The stress of failing to create Christmas for my children diminished. It gave me the positive energy needed to create memories with the children that qe will hopefully be able to smile about during a time that otherwise bleak*
- *It took a huge pressure off financially and emotionally for everything to be special.*
- *Had both my grown up sons stay for over a week at Christmas I'm on benefits so would not have been able to feed them without this generous hamper*
- *Receiving the Christmas hamper was a true blessing for me and my family. As a single mother with two children who have additional needs, the festive season often brings more stress than cheer. The financial pressures of making Christmas special can be overwhelming, but the hamper changed everything for us this year. The joy it brought to my children was indescribable. For the first time in a long while, they experienced the excitement of Christmas like other kids. My eldest, who often picks up on my worries and usually has to settle for minimal gifts, had more than one present to open. The joy on their faces as they unwrapped their gifts is a memory I will cherish forever. It was not just another ordinary day for us; it was a true Christmas celebration. The hamper's contents allowed us to cook a proper Christmas dinner together. We even had enough to share with our elderly neighbour, bringing some festive cheer to their lonely holiday. This act of sharing not only filled our stomachs but our hearts as well. The food was a godsend, lasting us throughout the school holidays and even into the new year. I was able to batch cook and freeze meals, making full use of the fresh food provided. This relief from grocery expenses lifted a massive weight off my shoulders. Beyond the tangible gifts and food, the hamper brought emotional relief. Not just because of the generosity but because of the freedom it*



*provided. I was less stressed, more present, and could actually enjoy time with my children. We even managed turn the heating on during some bitterly cold nights, a comfort I usually panic about being able to afford. I am incredibly grateful for the hamper. It didn't just provide material assistance; it gave us the gift of a magical Christmas and the joy of being a worry-free, happy family, if only for a short while. For that, I am eternally thankful.*

- Receiving the Christmas hamper meant that I didn't have to worry or struggle to find the money to be able to buy it all. Being a single mum with 5 children money is very limited to me at the moment so the hamper gave me that little boost at Christmas to know I didn't need to worry and I could cook my family a good Christmas dinner.*
- This was a huge lifeline for my Children and I. We wouldn't have had such a great Christmas if it wasn't for the amazing hamper/gifts we received. It relieved so much pressure and worry about where we would get everything for Christmas. My children loved every part of it and loved unboxing it all with me. I'm incredibly grateful and overwhelmed by the generosity of people and what they donate and do. It restores my faith in people.*
- The hamper was amazing it was so much more than we expect, it quite literally brought us to tears. We literally had no money this year I had not even attempted to look in shops for anything christmas food/snacks wise as I knew we just couldn't afford it. This helped us so much over the weeks of Christmas it kept my baby's tummy's full and I didn't feel embarrassed when family and friends came over over the Christmas periods (who do not know the full extent of how much we are struggling financially since my partner became unwell) we are so grateful for oasis and the team and for their supporters who made our Christmas possible this year*
- It was by far so overwhelming how amazing it was it filled our house with love and sharing food brings a family together and everyone helped cook Xmas dinner and make puddings*
- It was lovely to know someone cared enough to help*
- Receiving the hamper was honestly a blessing. I had a little cry unpacking it back home, I was very overwhelmed. The generosity even catering for my dietary needs and the kids was amazing! The whole experience was honestly overwhelming and made the festive season so much easier. The little treats we otherwise would not have had. The children adored their presents and still continue to do so. The care that went into selecting presents and food for us all as a family was heartwarming.*
- I work a 6 day week to make ends meet but even so I could not have provided a Christmas meal for my family on my income. Oasis understand the struggles which go on for countless years as a single parent. I am so eternally thankful for all their support.*
- The continued support my family receive from you is always greatly appreciated and helps us alot*
- The hamper was absolutely amazing and was everything you could wish for, you had thought of everything (& more!) so many goodies and practical, everyday items too. The quality was the best, no corners cut. I feel honoured to have been chosen to receive one, it made my family's Christmas special and I was happy and confident that I could my children the best day. Oasis you are truly amazing & I can't thank you enough xxx*
- Words cannot describe how I feel and help us me and my daughter the feeling of not to have worry about Christmas, relax and enjoy Christmas thank you so much because I can save money to pay other bills instead of food*
- Receiving the hamper was a godsend! Affording everything at Christmas as well as the regular expenses like keeping the house warm is a huge strain. The hamper not only alleviated the worry of buying good food for my family, it means that we had a great selection of fresh foods to enjoy over the holidays. I am beyond thankful for oasis and all they do to support my family and countless others. Without them, Christmas would be a worrying time.*
- I quite simply couldn't do Christmas how I did without it, it took a huge weight off my shoulders to be able to give my kids some wonderful presents, and yummy food and treats. I could do this and know I have my rent still paid and up to date with my bills and not getting in debt for Christmas, as I have a low paid job even though I am full time - it's hard to make ends meet. So I can never thank oasis enough.*
- Lifted a burden from us and left space for excitement*
- Receiving the Christmas hamper, help me immensely it took a weight off my shoulder as I was worrying about how I was going to afford Christmas dinner this year truly a blessing to have received it*



## Without Oasis:

Without our support, many of our clients stated that they would have been forced:

- into further debt to afford food and gifts
- to scale back on Christmas expectations
- to have forgone a special Christmas completely

A large proportion of our clients mentioned how much mental and financial stress this time of year creates. Our support helped alleviate this.

- *We probably wouldn't have all been able to be one large family this year. The dinner is more important to us as a family than gifts*
- *Felt overwhelmed and like I'd let my children down had we not received the hamper*
- *We can't not imagine if we didn't have support from Oasis!!! Always there to help u no matter what? To know they r there give such peace of mind.*
- *If I hadn't received support from Oasis, the situation would have been incredibly challenging. It would have meant facing severe financial hardship, emotional stress, and a seriously pared-down Christmas celebration.*

## Christmas Gifts

### In Numbers:

- Oasis provided c. 3000 Christmas gifts to our families this Christmas.
- The majority of the gifts given out came from donations. However, Oasis did spend £3,217.00 on additional gifts for our families and their children.
- 96% of families rated the gifts as good or excellent.

### In Pictures:



Inside Our Gift Room 1



Inside Our Gift Room 3



Inside Our Gift Room 2



Donations of Gifts 1



Donations of Gifts 2



## What the Gifts Meant to Our Families:

- *My girls were so overwhelmed with the generous gifts they received, it kept them busy over Christmas and beyond. Thank you so much x*
- *Thank you for putting some light back into the year for my family*
- *Was the only Christmas gift my son received as all my money goes on gas an electric so made his day*
- *Just would like to say a massive thankyou! Everyone who supported and donated to Oasis Christmas appeal helped to make a lot of children smile Christmas Day. Including mine*
- *Thank you so much for the goodness and kindness you show to people you don't know*
- *I'm so incredibly grateful for your generosity and kindness of people. It restores my faith in people and shows that people do care. My children and I wouldn't have had such an amazing Christmas as we did if it wasn't for you. Thank you.*
- *Thank you. We were so grateful. The childrens gifts were catered to their age abilities and special needs. The overwhelm and the joy from them needs no words but if I could bottle it I would.*
- *Thank you so much for making a young person's Christmas special. Bless you all.*
- *Thank you so so much for the gifts. The pure delight on my children's faces was so wonderful to see! They were so happy.*
- *Thankyou for your generosity it means the world to my family hope you all had a lovely christmas and new year*
- *Wow thank you! My children had extra gifts, books and smellies to open that I couldn't have given them. Some treats for mummy too- thank you so much it's heartwarming to know you are being thought of. Thank you*
- *Thank you so much for thinking of other families during the xmas period. Your generosity gave my children a xmas they could not have imagined :)*
- *Thank you so much for thinking of others this Christmas. For us your generosity made it feel like we had a Christmas Day. There were lots of smiles and we feel so grateful to have received your gifts*
- *Bless you for supporting us through the most amazing charity*