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Christmas 2025 Feedback Report

January 2026

Christmas Hampers

The Christmas hampers and wider support from Oasis had a **profound and life-changing impact** on individuals and families during an exceptionally difficult period. Recipients consistently describe the support as **far more than food**, it provided **relief, dignity, emotional safety, and hope** at a time when stress, hardship, and isolation felt overwhelming.

Practically, the hampers **removed intense financial pressure**, allowing families to afford essentials, avoid debt, and provide full, nutritious Christmas meals often lasting the length of the Christmas holidays. For many, this meant being able to **relax for the first time in months**, protect their mental health, and focus on spending meaningful time together rather than worrying about making ends meet or providing for their family.

Emotionally, our clients and the families nominated by schools felt **seen, valued and cared for**, particularly those who often feel invisible due to poverty, illness, displacement, disability, or living in an affluent area while struggling privately. The kindness, warmth, and respect shown by our Christmas 2025 programme restored a sense of **belonging and self-worth**, helping people feel they were not alone.

The impact extended beyond individual households. Hampers were often **shared across families**, supporting multiple generations and spreading stability wider into the community facilitating positive family memories, turning what could have been a time of crisis into moments of **joy, comfort and hope** especially for children.

Many described Oasis as a **lifeline**, with some stating they do not know where they would be, or if they would still be here, without the support of Oasis and its funders.

The care, attention to detail, and humanity behind each hamper reinforced trust in the community and strengthened resilience, enabling people to face the future with renewed courage.

Overall, Oasis' support **saved Christmas** for many families, not just materially, but emotionally, leaving a lasting impact that will be remembered long after the season ended.

In numbers

At Christmas, we supported 213 families in our community with Christmas hampers or food vouchers. Here is a breakdown of those numbers:

	Number of Families
Oasis – large hamper	100
Oasis – small hamper	6
£90 food vouchers	70
Hampers through schools	37
Total	213



Impact on our Clients

A handful of our clients received help from elsewhere by way of local foodbanks or asking relatives for help but for the vast majority, this was the only support which they received at Christmas.

In words – Oasis Clients

How did receiving the hamper make you and your family feel over the Christmas period?

- *2025 was one of the hardest years of my life. Receiving the Christmas hamper and all the other support over the Christmas period really took a lot of stress away from me. It helped me to be able to breathe and enjoy the time stress free with my children and family.*
- *The Christmas hamper I received ended up helping three households in ways I never expected. I took the items that my own family would use, and the remaining items were shared with my older brother, where Christmas dinner was held. Anything that was not used, along with leftovers from the day, was then passed on to my other brother, who sadly suffered an injury in November and has been unable to work since, leaving him struggling financially.*
- *Because of the hamper, we were able to support one another, share what we had, and come together as a family without the constant worry of how we would manage. It allowed us to focus on spending quality time together, enjoying a proper Christmas meal, and creating positive memories after such a hard year. The support meant more than just food — it gave us comfort, reassurance, and a sense of hope when we really needed it.*
- *I was really worried about Christmas 2025, it hadn't been a kind year to me, my children and grandchildren. Oasis (and supporters/friends) completely saved the day. Food is something that really brings us together as a family, bridges the generations and brings comfort. I literally needed to add absolutely nothing (and actually went above and beyond). It's not an exaggeration to say it saved Christmas.*
- *The hamper really help me a lot. I didnt have to buy any extra food or spend any money on food. The girls enjoy the turkey and the ham and I really enjoy my vegetarian meal. It was so yummy that we nearly finished it all on the day! On boxing day we enjoy the croissants and i just popped the French baguette in the oven and we had excellent meal with the rest of the turkey. Thank you so much to Caroline and the rest of the Oasis team. God bless you for looking after us.*
- *Just so very loved, included, lifted, worthy and remembered. There is not enough room or time to write exactly how it made us all feel but the hamper was so generous and the whole process has so much dignity, love, care, respect, compassion and it's also really empowering as a single mother to be able to be a part of this love.*
- *Such a relief to hear that I would be getting a Christmas hamper for Christmas. Everything is included and all the extras too it's amazing quality and the children love to look through it all to see what we have received!! The Christmas crackers are always a fabulous and we had such fun doing the humming songs when eating our dinner. The gifts was amazing too so thoughtful oasis go above and beyond throughout the year and Christmas is amazing all thanks to everyone at oasis it Christmas really wouldn't have been the same without your help!*
- *We are truly grateful to you for such generous support. The products in the Christmas hamper were very diverse and thoughtful. In our family, half of us are vegetarian and half are not, and there was plenty of food to meet the needs of every single family member.*



- › *Receiving the Christmas Hamper from Oasis is a God send. It allows us to feel thought of and cared for which is important as we can feel that our struggles are invisible living in such an affluent area. It is heartening to be supported by local individuals and businesses. The financial burden is particularly acute at Christmas and knowing that we have been gifted a hamper from Oasis is a huge relief.*
- › *Receiving the Christmas hamper made us feel incredibly happy, supported, and fortunate. It came at a time when it truly made a difference for our family. The hamper reduced a lot of our financial stress during the Christmas period and allowed us to enjoy the season with peace of mind and genuine joy together as a family.*
- › *The Oasis team showed us nothing but kindness, care, and understanding. Their support made us feel valued and not alone, and it reminded us that there are people who genuinely care about families in need. The generosity and thoughtfulness behind the hamper meant more than just practical help. It brought warmth, reassurance, and hope into our home.*
- › *We are extremely grateful to the Oasis team for their compassion, support, and dedication. Their kindness has had a lasting positive impact on our family, and we will always remember this Christmas with gratitude.*
- › *The first word that pops into mind is "wow". Our Christmas hamper could not have been more helpful and great fully received! This year and the last. The anxiety and stress Christmas brings is hard. From having everyone at home and trying to make it as special as possible with enough food in the fridge is a big pressure. We made our hamper last 1.5 weeks.*
- › *When we receive a hamper from Oasis it means everything. It reminds us that someone is still there thinking of us as a family. It's a silent nod of we still see you and it's okay. Raising disabled children who struggle to access most services including education is incredibly hard. We struggle financially and usually go without so the children don't. It takes the pressure off of Christmas where things are stretched even tighter than usually are and panic sets in.*
- › *I was again overwhelmed, except this time because of the work I've been doing on myself, I found it easier to accept. It also made me smile from a happier place opposed to last year when I just felt so bad for not being able to provide food let alone Christmas gifts for my children.*
- › *For several years now, holiday periods have not been about celebration for me, but about restoring order: catching up on unfinished tasks, repairing and cleaning things by hand, resting when possible, and using the remaining time to study professional subjects and look for ways to support my daughter and help her stand on her feet. I have long accepted that I will not receive expensive gifts (phone-laptop-perfume-bag-etc), travel for holidays, or enjoy comforts that were once part of my life. In reality, the people and organisations that now represent care, generosity, and genuine attention for my family are Oasis, Elmbridge CAN, St Andrew's Church, the local Council, and a few exceptional individuals within these structures. From there, a wider network of people grows, in a place where people know each other. Having lost close loved ones, what matters most to me now is knowing that the people and communities I have come to value here are doing well. For me, the greatest value lies not only in the hamper itself, but in the principles, care, and human intention that exist long before it is created.*



What would our clients have done were it not for our support?

The majority of our clients described the alternative as having very little at Christmas. Many families would have had to significantly scale back or go without altogether, resulting in a Christmas that felt markedly different. For many, the pressure to provide a traditional Christmas would have meant going into debt or relying on food banks, which would not have offered the same range or quality of items as our hampers. These combined pressures would have had a significant negative impact on clients' mental health and overall wellbeing.

Families also shared that, without the hampers, they would not have been able to come together due to a lack of food, meaning Christmas meals would have been isolated and lonely occasions. Instead of experiencing joy and connection, Christmas would have been spent without the shared celebrations that are so important to family life.

Here are some quotes from our clients:

- › *Without the support from Oasis, Christmas would have been extremely difficult for us. We would have had to manage with very little and would have been constantly worrying about how to provide a proper meal and support each other. The stress and pressure would have added to an already challenging year, affecting our mental health and wellbeing. We would have done our best to get through it, but it would not have been the same, and it would have taken away from being able to enjoy time together as a family.*
- › *If we had not received support from Oasis Center, we would still have had food on the table, and we would still have prepared some dishes. However, we would not have had the same beautiful and uplifting Christmas spirit that we experienced. Oasis Center gave us more than just food. They gave us care, warmth, joy, a festive atmosphere, and a real sense of home. That is why this support was much more than just a Christmas hamper for us. We are deeply grateful for everything you have done for our family.*
- › *First of all, I would be very close to being homeless and I don't know what i would do. Oasis has been the back bone of my family for years now and I am so grateful for having you in my life. Oasis has seen my eldest daughter through life from her teenage years to being an adult now. Caroline is my rock, my one person I can go to for ANYTHING that is going wrong or right in my life. Oasis is basically my saviour 🙏*
- › *I would have Christmas because I have to choose between Christmas and school uniform thank you I didn't have to choose*
- › *Looked for a local food bank or bought the basics that I could afford without the added extras*
- › *If we had not received support from Oasis, we would have been under significant financial stress and would have experienced far less joy during the Christmas period. We would have struggled to afford essential food and basic festive items, which would have made the season very challenging for our family. It would have been difficult to create a warm and happy Christmas atmosphere for our child, and the worry about finances would have affected our overall wellbeing. The support from Oasis lifted a heavy burden and allowed us to focus on being together as a family during Christmas.*



In words – Our Community Partners

- › *I delivered every voucher before Christmas and every family was extremely grateful and thankful. "I can't believe their generosity".*
"This has saved my live in so many ways".
"Can.t thank Oasis enough".
"Oh my goodness this is all so much please say thank you from us".
- › *Parents were incredibly thankful. Many rely on this voucher to be able to cover Xmas day so that there is enough food for the whole family. Times are getting tougher with the cost of food and the cost of everything! Families are really feeling this so this support means at least the basics can be in place. One family wrote to us to say that one parent was out of work and the other working fulltime but it was so tight, the only presents they could give were the Oasis ones and using the voucher. It really is a life line.*
- › *Thank you for helping our families. It is getting tougher out there with the cost of food and rent and everything really! This support means so much to many parents and children.*
- › *'Thank you so much for the voucher for my disabled son and I, it meant so much to us'*
- › *'Thank you, it was very kind and we really appreciate the support'*
- › *'Thank you for this wonderful gesture. We are so grateful to be nominated and given this generous gift'*
- › *From ECAN staff delivering to the group of mothers: 'They were so thrilled, thankful and happy to receive the food parcels and children's gifts donated by Oasis. It really lifted their spirits at such a difficult time. It means a lot to know that people care and want to provide support'*
- › *For one family - they said they would have been unable to provide a Christmas meal without this voucher. Another parent is not working and has recently received a life changing health diagnosis - she said this voucher made all the difference in that it enabled her to buy Christmas food for her and her son.*

In Pictures

A huge thank you to all of the volunteers who helped us this Christmas!











Christmas Gifts

In numbers

Thanks to donations and £1977.87 funded through our Christmas Appeal, we were able to distribute gifts to 350 children. These children were part of Oasis families or nominated by local schools and Elmbridge CAN.

Impact on our Clients

Some of the children on pupil premium received gifts from their schools which supplemented what Oasis gave them but for most, Oasis provided the only gifts their children received at Christmas.

In words – Oasis Clients

- › *The girls absolutely love their gifts and I even got a gift too which is just the cherry on top. So thank you thank you & thank you. This meant I didnt have to get too many gifts for the girls and I can just save the money to pay my bills really. This mean January is not as hard as it would have been. Again... thank you from the bottom of my heart.*
- › *I didn't feel so much of a failure.*
- › *The pressure to get xmas gifts is immense and the stress it brings me is untold. Oasis saved xmas in everyway.*
- › *I was able to give my children extra gifts which really surprised them as I had warned them I could not afford a lot this year.*
- › *The presents were amazing we got called in to pick a suitable present for every child of mine and there was such a massive choice .*
- › *We also got some stocking fillers which was amazing at helping to fill there stocking.*
- › *I save money to use for other things my son needs or bills which is a super help.*
- › *Receiving these gifts made a huge difference to our family this Christmas, bringing happiness and excitement to our children, especially our two kids. Seeing their smiles and joy made the whole Christmas feel special and meaningful for all of us as a family.*
- › *I could give my children a magical Christmas.*
- › *When I met Jo at Oasis and she walked me into the room full to the brim with toys I couldn't find any words. Which is very unlike me! It felt like time stood still while my gaze went across the room thinking "surely this isn't true". But it was, it was like walking into smyths and choosing your child their favourite toy with a credit card you never had to repay. With some encouragement as I felt terribly guilty, we chose my eldest the Lego set that was on his Christmas list (which we couldn't afford) a wonderful comic book and my youngest this huge 18 wheeler type truck with a trailer and two diggers on the back, and a book with all the stories of the gruffalo. I drove home in tears that they were going to get what they asked for from Santa. The toy appeal literally brought Santa to our home. Watching them unwrap it on Christmas morning screaming "Santa got me what I asked for" truly was a special moment I'll carry with me.*



- › *My children are older and are both neurodiverse so it can be hard finding gifts for them but you guys have all you bases covered they really enjoyed their gifts.*
- › *My children all received mutiple gifts from oasis which helped me knowing I had enough to put under the tree for them to be excited about and it was so lovely to be able to chose age / personality suited gifts they all loved them which made a big difference.*
- › *Huge help financially which enabled me to purchase my son a much needed pair of rugby boots as his were too small.*
- › *Il was able to provide my son with a gift he desperately wanted and other gifts that were just so perfect for him! My son was absolutely thrilled and I felt like a huge weight was lifted for me.*
- › *The gifts made a real difference to us this Christmas. They eased practical pressure at a very difficult time and brought a sense of normality, warmth and dignity. It meant we could enjoy Christmas together without constant worry, and it reminded us that there was kindness and support around us.*
- › *It brought us together and it's exciting to see all that has been donated and have fun prepping together*
- › *Being loved, seen, feeling a part of bigger family/community. Less stressed over finances, over affordability. As a mother less guilty that I can't give more.*

In words – Our Community Partners

- › *Many families are always surprised. They can't believe they are getting the support or someone has thought of them this way. We often get hugs and letters and thank yous. The gifts are always of a good quality and it is wonderful to see the children's faces!*
- › *The gifts meant so much to the single mothers who received gifts for their young children. In most cases, this was the only gift the child received due to their family's financial situation.*
- › *Families were thrilled to receive the gifts and said that took some of the financial pressure away that they were feeling. Some shared that what they had bought felt inadequate and that these additional gifts made all the difference.*

In Pictures







Christmas Panto

This Christmas, thanks to the generous support of an individual donor, we were fortunate enough to reserve 110 tickets for the local pantomime at Dorking Halls, The Adventures of Peter Pan. The feedback we received from the day was overwhelmingly positive and it was clear how much our clients valued the opportunity to attend with their families.

- *"It was so funny and so good to see the children's faces light up. We had a magical time with memories which will last a very long time. Thank you so much."*
- *"It was the most amazing family time out together and it's an opportunity we have wanted to do as a family but could never afford it. We all truly loved every minute of it, such an amazing experience and the children had so much fun so thank you so much."*
- *"It was such a magical experience for my daughter to have the opportunity to go to a Christmas Panto and she absolutely loved it! (As did I!)"*
- *"This was our first experience of a panto and all of us loved it, even my 16-year-old, we were all crying with laughter. It felt nice to laugh again after what has been an extremely challenging year for us."*

