

Meeting	Community Development
Date	7 th February 2023
Report Title	Christmas Parcel Audit
Agenda Reference	17
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Officer's Recommendation

- 1) To note the contents of the report.

Overview

143 applications were received for Christmas parcels in 2022. Of these, 133 were standard parcels, nine were vegetarian, and one was gluten free. The total costs of parcels were £3,347.92, cost per head to the Parish Council was £8.68.

Donations

Donations of tuna, jam, cream crackers, tea and biscuits were received from the RCCG Christ Love Assembly Church. The estimated total cost of this was £585.60, approximately £3.66 per head. Aldi donated 170 boxes of mince pies, at an approximate cost of £168.30.

Volunteers

12 volunteers helped with packing the parcels and 13 volunteers helped with delivering the parcels. Thank you, messages were sent to those, who assisted.

Feedback

Over 30 feedback forms have been received, all of these have been positive, with comments such as:

"To all the team who worked so hard recently to get the food parcels wrapped and sorted, and then delivered round the parish in very cold weather. Thank you all so much, the parcel was much appreciated and was a real help as due to mobility problems, shopping is sometimes difficult".

"Thank you for my lovely hamper, and all the kindness you have given me over the year".

"I'm very grateful for your kindness".

The messages of thanks were read to Full Council at the end of January.

Audit

Upon return to the office in the new year, the staff met to discuss findings on what went particularly well and what could be improved for future years. The points are in categories as below.

Produce

- Produce was well received, several feedback forms indicated that mushy peas were the least popular item, and that tinned fruit should be considered as an alternative.
- It was helpful starting the shopping for the parcels in October, this resulted in less stress running up to the event.
- It would be better if the RCCG Church had packed their items separately, or alternatively include a card listing the items they donated.



Admin

- The process for receiving the forms worked well.
- Pre event admin suggestions include having letters for residents who aren't in at the time of delivery, adding residents' telephone numbers to the form, and having a tick box to complete on the application if you DO NOT want a standard parcel as this wasn't clear from some of the application forms coming back.

Paper Carrier Bags

- Donated by Morrisons. Really good for weight of the contents, plastic free and very sturdy.

Packing

- Arrange for someone to take the lead and do a pre-event briefing would help.
- Having a smaller table space and leaving more room for parcels and people to move in the large meeting room.

Delivery

- Providing a Parish map to delivery volunteers would be helpful.
- Getting the high vis vests ready in advance of the delivery day would help next year.
- Sort parcels into geographical areas, into numerical order for streets and add post codes.
- Take photos of parcel distribution next time.
- Some of the parcels were not able to be delivered despite several attempts, so these were donated to the foodbank on the last working day before Christmas.