

Meeting	Community Development
Date	3 rd February 2026
Report Title	Christmas Parcel Audit
Agenda Reference	15
Author	Jackie Fawcett – Community and Office Administrator

Overview

164 applications were received for Christmas parcels in 2025. Of these, 148 were standard parcels, 13 were vegetarian, 1 requested decaf, and 2 were gluten free. The total costs of parcels were £1,029.25 and through generous donations and discounts, the total cost per head to the Parish Council was £6.28. We were over budget slightly as there was an increase in the number of applications from previous years (up 8% from 2024 / 22% from 2023) There were 17 food items in each parcel plus a Christmas Cracker, Christmas Card and homemade gift (created by our Craft and Connect group).

Donations

Donations of corned beef, jam, biscuits and cup a soup was received from the RCCG Christ Love Assembly Church. The estimated total cost of this was £700, approximately £4.66 per head. Aldi donated 150 boxes of mince pies, at an approximate cost of £188. Morrisons kindly donated the surplus mince pies and gave a discount on the other extra items as we had originally budgeted 150 parcels. We also received vouchers and discounts from Asda, Farm Foods, Greenmeadow stores and donations from Peach Estate Agents, Juniper Stores, Rialtas, Tesco and Ian Cooke.

A parishioner also kindly donated items for the gluten free parcels – these included some deluxe items such as a pair of gloves, which were gratefully received.

Volunteers

15 volunteers helped with packing the parcels, and 20 volunteers helped with delivering the parcels. External volunteers have been added to our volunteers list and invited to our Cream Tea.

Feedback

To date 55 feedback forms / thank you cards have been received, the responses are shown in the tables below. The feedback was extremely positive:

- You do extremely well - just a big thank you. It is such a help when mobility is so limited, and shopping is heavy to carry. It gives my daughter a week off!*
- I am very grateful for all the goodies and the lovely young lady and children who brought in their own time.*
- Someone has given a lot of thought into what was included. A lovely, lovely surprise. Thank you.*
- You have covered it all, all the products were very well thought of. A very welcome Christmas Parcel - thank you*
- I'd like to thank all involved it all helps with the cost of everything nowadays.*
- I am so overwhelmed at this year's parcel. God bless you all - Haydon Wick is a lovely place to live and the Parish Council are so good to the elderly and disabled.*
- I would like to say a big thank you for the hamper - it means a lot to receive a loving gift. It is so nice that you are thinking of me I just can't thank you enough, it is so kind of you.*
- A good service provided by the Parish Council - much appreciated*



Audit

Upon returning 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 the categories below.

Produce

- Produce was well received. Some new suggestions were nuts, Christmas cake and a tin of ham.
- A few recipients have since requested decaf options; we could either incorporate this on the application form as a dietary requirement or supply decaf to all applicants.
- Again, Aldi supermarket and Morrisons were extremely helpful in adding our requirements to their stock deliveries. Farm Foods were very accommodating.
- We restricted the number of tinned items this year to reduce the weight of the parcels.
- The RCCG Church came in and packed their items on the Friday – following on from last year's feedback, we asked them to pack their items in the Morrisons bags first which made our packing the next day much easier.

Admin

- We received 32 online registrations / 132 physically completed the form. All applications were added to the spreadsheet so that we could analyse the demographic (see chart below).

Packing

- We followed a tried and tested packing approach from last year, which worked very well ensuring that all products were decanted from their packing boxes and laid out in packing order with the heaviest items at the start.

Delivery

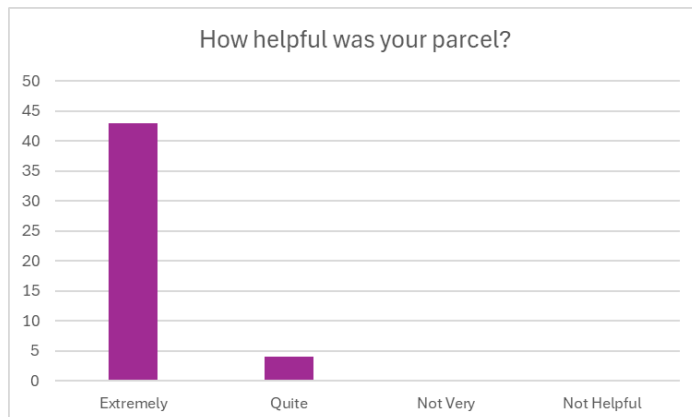
- Providing a Parish map to delivery volunteers would be helpful.
- Some of the parcels could not be delivered despite several attempts, so these were donated to people that had applied but did not fit our eligibility criteria – who were extremely grateful.
- We can adopt a 'mop up' volunteer crew for the following week on a specified date and time to try to re-deliver, then if not response, donate the items to the foodbank.
- Some of the delivery rounds were very large, so the administrator will look at increasing the number of rounds to accommodate the increase in applications. This may require recruiting further volunteers, although most were happy to do a couple of rounds each.

2025

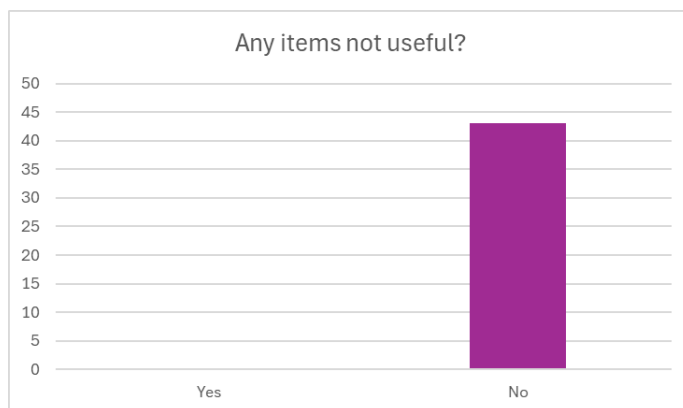
- **Proposed dates for 2026:**
Packing and Delivery – Saturday 12th December 9.30 – 1.30pm



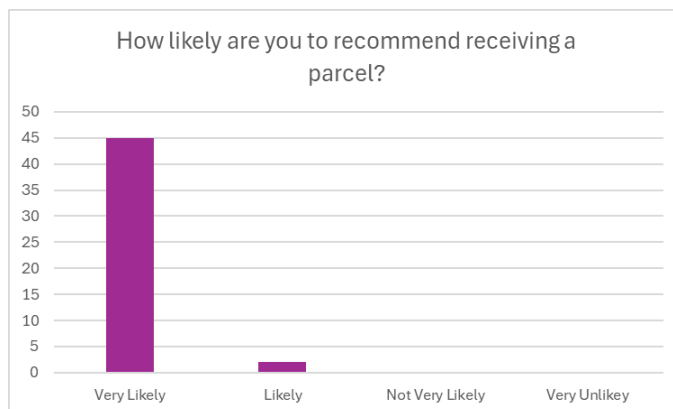
Analysis of feedback:



A parcel applicant has since stated she only has decaf, so she has been informed to indicate this on her application form next year.

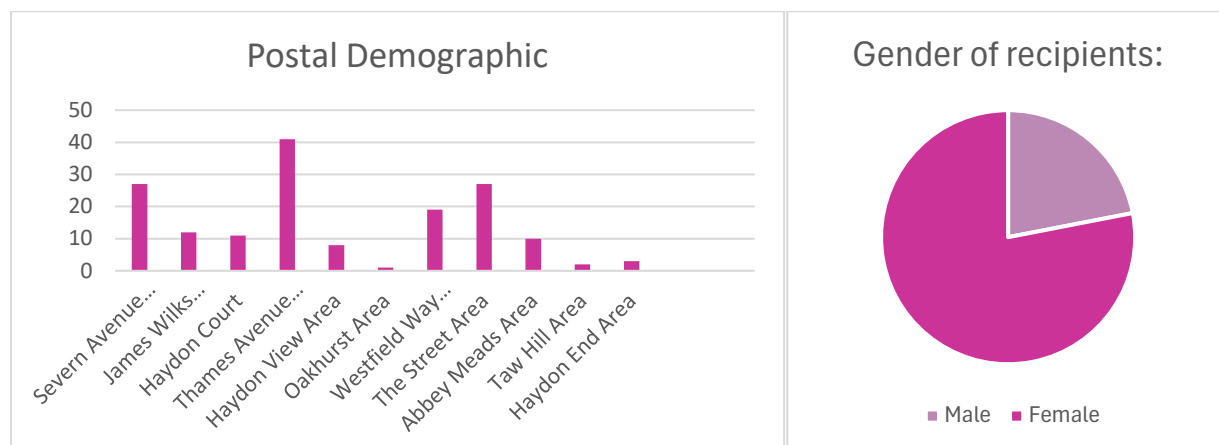


The only items specified were Cream Crackers x 1 resident; crackers x 1 resident; corned beef x 1 resident.





Parcel demographics:



The main delivery areas are still falling within the perimeter of Greenmeadow which suggests influences such as age and returning applicants. Applications per gender were as previous years.

Personal feedback messages:

- *I am more than grateful for the parcel; just thank you so much.*
- *Would just like to thank your team for a very nice hamper; much appreciated.*
- *Wonderful variety and surprise*
- *You do extremely well - just a big thank you. It is such a help when mobility is so limited, and shopping is heavy to carry. It gives my daughter a week off!*
- *I would like to thank the Haydon Wick children*
- *Thank you for the hamper, I am very grateful*
- *Thank you very much*
- *I am very grateful for all the goodies and the lovely young lady and children who brought in their own time.*
- *Always a good mixture of tasty and useful items*
- *Thank you so much, very pleased*
- *Someone has given a lot of thought into what was included. A lovely, lovely surprise. Thank you.*
- *Would a gluten free parcel be available?*

- *I'd like to thank all involved it all helps with the cost of everything nowadays.*
- *You have covered it all, all the products were very well thought of. A very welcome Christmas Parcel - thank you*

- *I am so overwhelmed at this year's parcel. God bless you all - Haydon Wick is a lovely place to live and the Parish Council are so good to the elderly and disabled.*
- *All were very helpful - many thanks to all for my parcel. Happy New Year*
- *All items useful - thank you for the parcel*
- *Much appreciated man thanks and very nice parcel*
- *I liked them all. Thank you it is like an early Christmas Present*



- *Everything was lovely - thank you. Anything you can spare is so helpful. This is such a thoughtful gift and so very very helpful to me.*
- *Look forward to my parcel every year, thank you*
- *A good service provided by the Parish Council - much appreciated*
- *Thank you*
- *As always, a good variety*
- *Thank you very much once again for a much-appreciated hamper*
- *Just to say thank you so much. Merry Christmas and a Happy New Year*
- *Thank you very much.*
- *Thank you for everything.*
- *All perfect -the hamper was very good all items ready for Christmas.*
- *All good -thank you.*
- *I only use decaf tea and coffee - my friends received tins of meat and fruit which I didn't have but I appreciate that all gluten free products are vastly more expensive therefore I would receive less*
- *Thank you all for my wonderful gluten free Christmas Hamper - it is beautiful. I love it all. I was a bit sad because my lovely dog died a while ago, but all your kindness has made me feel happy again. Hope you all enjoy Christmas and God Bless you all.*
- *Many thanks for the Parcel it is much appreciated*
- *Thank you everything you have done for us in 2025*
- *Thank you everyone involved in Christmas parcel given, it is appreciated and the contents are very much appreciated.*
- *I would like to say a big thank you for the hamper - it means a lot to receive a loving gift. It is so nice that you are thinking of me I just can't thank you enough, it is so kind of you.*
- *Thank you to everyone involved in this project.*
- *Thank you so much for the hamper - you all work very hard.*

