



Thriving
Kirklees



Christmas Family Support, December 2020 Feedback

The Northorpe Hall Child and Family Trust Christmas Appeal aims to provide support to families in need. Each year, we appeal for gifts and food, help comes from our partner organisations, local businesses and individuals who help us to support families with gifts and a hamper to help alleviate the pressures felt at this time of year. Last year in 2019 we provided support to 29 families, but perhaps indicative of the increased level of need due to the pressures of Covid 19, in 2020 we provided support to **49 families**. This included **117 children and young people and their parents**. The support made the world of difference to those families in need.

This year, we would like to thank all the organisations who supported us, including Morrisons Supermarkets, Fox's Biscuits and their generous staff team, the supportive teams at Cutwel, Longley Concrete and Ramsdens, and numerous local nurseries and schools who supported us with collections. As always, our thanks to the other individuals who give so generously, to our volunteers and staff, trustees, friends and family, people who choose us as their Christmas jumper appeal, and to those who simply send us cash, from the £1 to the £500 people send our way, a huge Thank you, on behalf of the families whose Christmas you made happen.

Comments from families and individuals who received support from our Christmas appeal:-

The people who deliver the gifts, our staff and Volunteers, often say that they can feel the emotion, and although the family may not say much verbally, their demeanour shows the depth of appreciation and the emotional effect this has on the family. Many say very little but become very quiet and emotional. Please, take a moment to read some of the wonderful feedback we received as we distributed donations.

From a family who struggle with food as all children and mum are gluten intolerant:-

At first Mum clearly didn't what to say, by the time we brought up the fifth bag of donations she was able to thank us and expressed her surprise at receiving so much! The first thing she mentioned was how it really took the pressure off for her and how much the kids would enjoy all the gifts – she said her only problem would be hiding them all til Christmas day! She looked quite taken aback and when we left she said thankyou again and told us how grateful she was to everyone for the support, the food and the gifts.

Later that day Mum sent a text to say this: 'I cannot thank you and the people involved for providing the things you have. It's genuinely made me emotional to see the things in there and has a lot of pressure taken off us, thankyou so so much. I wasn't expecting what you brought, the food especially makes a big difference. Thanks again'. Mum later commented that the gluten free food parcel was amazing and she was so grateful for the attention to detail put in to provide things that the whole family could eat and enjoy.

From a family who are struggling to manage, mum works, dad works a few evenings, they are trying to stay afloat and not rely on benefits, but they struggle, feeding 4 children and having some impact from Covid 19, mum stated it was "amazing, such a massive help to us. Its hard to describe, the difference it made (*Mum visibly filled up with emotion*). When I saw everything I just cried, it was amazing. I can't begin to tell you, I don't know how to say thank you. I can't describe what it meant to us, it just took the weight off us, it was amazing....thank you"

Other feedback included:

"This will be a happy Christmas now.....thank you so much"

"All of this is for us?...I don't know what to say – I'm speechless"

"This one's for me? I haven't had a present to open since I was little.."

Also, speaking to a family after Christmas "We've still got some of our food from the Christmas stuff you brought. We have one of the treat things every weekend. And I loved the hat and scarf, I wear it every day".

Thank you ever so much for the hamper and presents the food will certainly be used over the next two weeks while YP is off school 😊

Hi Katy thank you so much for everything the kids and me are thrilled! It's so so appreciated! 😊

Your hamper was gratefully received by our family. The contents were thoughtful and essential to every family. There was something for everyone.

There were so many toys for the kids.....the kids loved them, they were so excited. This was the first year I got a Christmas present myself.

The 3 kids said a "big thank you" – they were overwhelmed with the amount

Family with 5 kids – Mum said "You've saved my life" when she saw the tabletop game – been looking for one.

Message captured from a very grateful Mum – "This is really really appreciated and wasn't expecting this, and you are going to make me cry. I feel very overwhelmed". She was extremely touched by the kindness.

"Thank you so much, you are lovely, I will tell my children what you're doing for us, they will be amazed. Thank you again."

"Thanks so much for thinking of us."

"Oh my goodness, is this all for us"

"My girls loved the board games and the art stuff helped us out over Christmas time due to my partner was not in work at the time because of covid."

From Fieldhead School : thank you for the food and gifts for some our vulnerable families! We wish we could be there on Christmas day to see their faces light up! You really have made some little people and adults smile after what has been a terrible year! We had parents cry at the personal touch of your little gifts for them! You have really gone the extra mile!

From St Peter's School: We took the Christmas hampers to the three families on the last day of term, all three families were overwhelmed with the generosity of hampers. All three mums said that the hampers would make their children's Christmas. One mum rang back after Christmas to say thank you again for the hampers and that on Xmas eve her three girls put their new pyjamas and dressing gowns on, something which they have never done before and that they felt so cosy and special on Xmas eve. It was so humbling to drop the hampers off at the families homes. They were so grateful it was very emotional.

From Eastborough Junior, Infant and Nursery School: "I wanted to get in touch to let you know how much we appreciated the hampers. They were absolutely amazing! When you got in touch I had no idea they would be so good(and large!). The families they went to were so appreciative of them. They all asked us to pass on their thanks to you. The food and presents inside were great and those for Mum's were a lovely touch. One of our parents actually cried she was so touched and grateful. Many were shocked by the size and content - a couple needed to go book a taxi to help get them home! I would like to thank you personally for making such great efforts to get the hampers to families that really needed them. Thank you again on behalf of the school and our families in the community. You made a real difference to people at a difficult time."



So, to the people who make this happen, everyone who donated in support of the appeal, to the staff who helped us with the physical moving and sorting.....the message is simple.

We say it every year.

It doesn't seem enough, it doesn't convey the difference you make, but it comes from the heart...

