Christmas Toy Club and Hampers Report

2025



Ykids Christmas toy shop has been running for the past few years, and is open to parents and carers of children who attend Ykids groups. Children need to be actively attending sessions at least 4 weeks prior to the shop opening and continuing to attend until the end of term. If a child can't attend, each case would be reviewed at the discretion of the Families team.

The Christmas shop was offered to parents of Ykids groups on Tuesday mornings; once Anne, our family worker, returned from leave, we opened the shop on Tuesday evenings during our Juniors group (held over at Lifespring Church). This was to give parents a chance to attend without their children if they were working or unable to attend the morning session.

Originally the shop opened at 10am; we consulted the parents regarding the opening time and whether it was suitable for them, and the majority of the parents asked if we could move it to start at 9.30am. We did this which gave the parents chance to have tea or coffee and chat to other parents.







"Coming straight from school is so helpful, as by the time I walk home, it's time to leave to come to Ykids, thank you for listening to us, really appreciate it."

By having 3 members of staff present we were able to give the parents more of a personal shopper vibe, that each parent enjoyed.

"I love going in with you, and having the support of the staff, and guiding me with what is available."

In the past, some parents mentioned there could be an “I want that” attitude, where seeing another parent take an item they wanted made them feel awkward. By moving the shop into a room, it had a more positive response from the parents.



> By having the shop in a separate room, means it’s a lovely surprise of what is on offer.

> I love having a more one on one support in the shop this year.

Parents were consulted on how the waiting area was working, and almost all the parents liked the system of using raffle tickets and sitting round tables being able to chat to other parents. We also had an overflow area and move parents over to the tables once these became available.

> It’s good that we get a raffle ticket as we come in, this means no one jumps the queue and people sit and chat to each other.

We were also able to support the L30 Centre and Woodlands Hospice with items from the Toy shop, thanks to the large number of contributions we received.



Feedback from Staff

There was a noticeable difference between weeks when we had a volunteer and additional member of staff to support the Toy shop; having a consistent volunteer each week would mean that staff could focus on the parents, the shop, and providing any support needed during the session.

We also struggled with enough gifts for teenagers, which has been a common issue in past years. In 2026 we may look to add vouchers to our tables so teenagers are catered to, as physical gifts donated are often targeted to younger children.

My Boy's Koi

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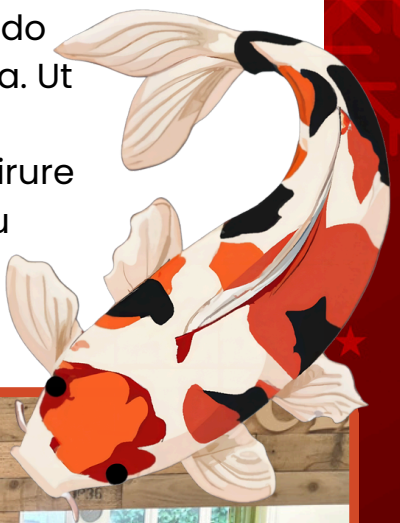



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Hamper Review

On the 18th December, with the support of our funders, businesses, and community, we were able to bless 26 families with a hamper, which included items like a turkey crown, fresh vegetables, and trimmings for a family Christmas dinner. Feedback from those who received a hamper has been overwhelmingly positive, with many expressing that they struggle to shop for the 'extras' for a Christmas dinner, and that the hampers have helped them financially.







"Thank you so much for the hamper I'm so happy with it! This has helped us so much at this stressful time of year I am so grateful xxx thank you so much. You are angels. And so many things of nice quality. God bless you all.

I also want to thank you for the food hamper. This is very important to me. I was actually worried about how I was going to manage, because I'll be working very little, you know? The hamper is huge — so many good things, so many things I use.

We were very surprised and pleased to be chosen and it saved us a fortune. We were able to use the saved money towards the gas bill.

Receiving my hamper was an amazing surprise. It really helped us during December to budget for all of the extras that Christmas brings. We were able to visit Santa with the extra money which my kids would have missed out on otherwise.

We are a family on low income, and these make a huge difference, these are the items that add up and we'd of gone without as our money just wasn't going to stretch to the special stuff like cranberry sauce etc"