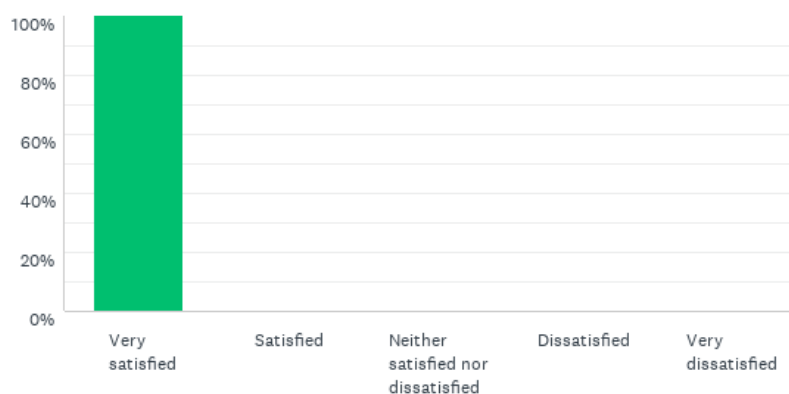


## Results of the Muirhead Outreach Project Evaluation: Christmas 2020

A big thank you to the parents/carers who took the time to complete our evaluation.

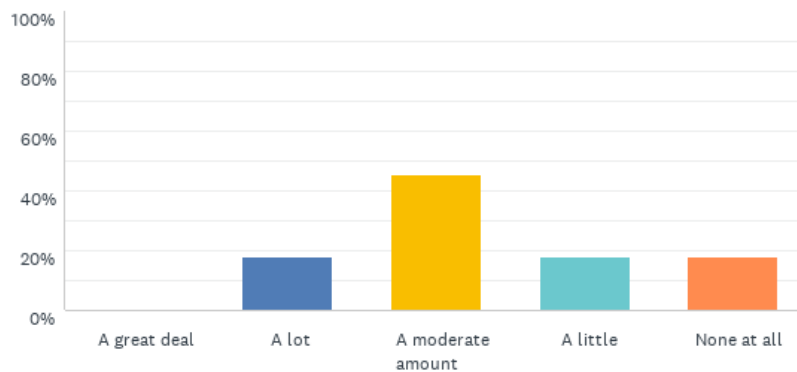


### Q1 How satisfied were you with the support provided by Muirhead at Christmas?



100% of our families were very satisfied with the support provided by the Muirhead Outreach Project at Christmas

### Q2 How worried were you about your financial situation in the run up to Christmas?



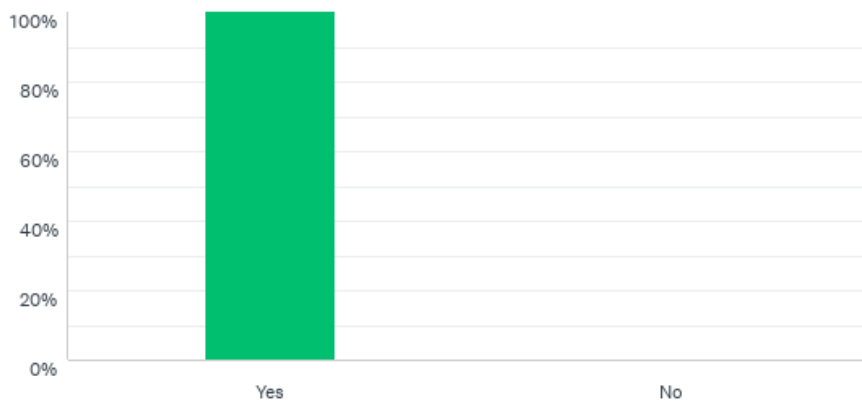
20% were worried about their financial situation in the run up to Christmas.

50% were worried a moderate amount.

15% were a little worried.

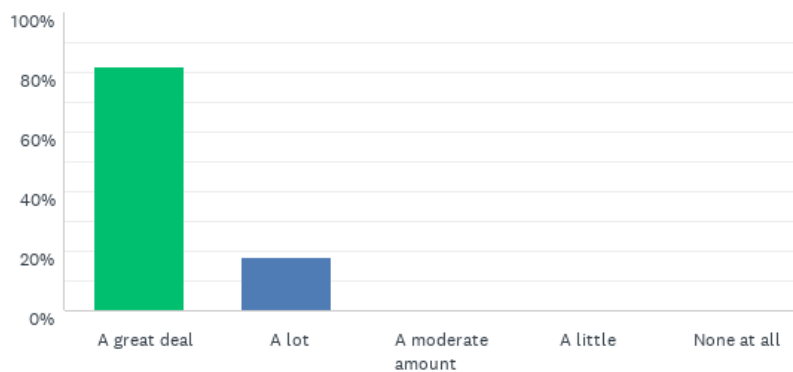
15% weren't worried at all.

### Q3 Did support from Muirhead relieve that worry?



100% of families who were worried said that the support from Muirhead relieved that worry.

### Q4 How much of a positive impact did Muirhead have on your Christmas?



80% of our families said that Muirhead made a great deal of a positive impact on their Christmas.  
20% of our families said that Muirhead made a lot of a positive impact on their Christmas.

### What did we do well this Christmas?

- I think that even though Covid was a big issue and caused a lot of stress last year, Muirhead still kept Christmas as fun as possible. The kids still got the panto via zoom, which was a great yet weird experience and helped so much with the Secret Santa. The kids loved their gifts and Xmas Eve boxes. Thank you
- Staff were there to listen to worries and support us when we were facing Christmas during the hardest time. The online pantomime was an amazing idea - but I did miss the real thing!! The Christmas Eve boxes and gifts were amazing. Watching the appeal and the engagement of people was so good to see. I think it was good for the local community to see the work Muirhead do and the support they give to their families. I must say I was completely overwhelmed with the gifts the children received.
- Gave us lovely gifts to open on Christmas Day also our Christmas Eve box was great much appreciated thank you.

- You made efforts in lots of ways, which made me feel supported, cared about, made me feel my kids were cared about, and having support available during holidays if needed gave me reassurance. A text from Mandy on Christmas Day to thank us for the wee gift we gave her, showed how much she cares and her work is clearly more than just a job. A pantomime is a big expense, out-with my budget normally. Being given the online panto, and the snacks to go with it, really gave us a Christmas feeling. I absolutely loved it. It helped ease the isolation I've felt too, and made me feel like I was part of something bigger. When Amelia saw the gifts Mandy brought, she went back in time 10 years. She was so excited, coming to talk to me about the gifts, trying to guess what was inside. We've never had Xmas Eve boxes before, really because of the expense. That was exciting, yet another lovely touch. The gifts were appreciated so much, because they were given, but especially because they were personalised. My son was surprised and absolutely delighted with the gifts he was given.
- We really appreciated all the thoughtful gifts and craft activities. Our boys loved the Christmas Eve boxes. We were blown away with the kindness and obvious thought that had gone into providing these gifts. We especially loved the invite to the pantomime as it was great to share this as a family.
- Just knowing someone was there to listen
- Everything in every possible way with help from gifts to help with Christmas Dinner etc
- I knew Muirhead would help me through no matter how tough it got. Someone is always there if I needed support, even if it's just to talk to another Adult.
- Muirhead are always there for you and I can't thank these guys enough
- Got the Christmas dinner which was a real help and made things less stressful
- Managed to support families with all different kinds of help including tailored gifts for the kids

What could we improve for next Christmas?

- Just keep doing everything the same!
- I would love to help fundraiser for Christmas Eve boxes for parents as the children did ask why I didn't have one. It hadn't been questioned before. But I think it would be a great way to give back for the support we have had
- There's nothing because you do a fantastic job for every family.
- Nothing, other than getting together with others if the situation with pandemic allows.
- Nothing. I think your service is already fantastic.
- Nothing
- Depends on the state of the world. Hopefully we can all go to the panto this year. It's not the same watching it on zoom. It's the interaction with their youth group that my boys miss
- Nothing just keep up the good work
- Keep doing what you're doing
- Maybe provide food hamper

A lot of people helped us to support you this Christmas. Can you tell them what that support means to you?

- The support from others has been incredible! Complete strangers to our families yet they have gone out their way to help. The help and support meant that my boys and grandchildren had a great Christmas. I can't express how much it means to me to see my kids smile and between Secret Santa and the incredible meals provided, my boys were hyper all day the way it should be. My husband and I always try our best at Christmas but always stress that it's never enough or if we have enough finance to stretch between them to get what's on their lists, this year knowing that

they would receive some Secret Santa items took a huge weight off our shoulders. Thank you all so much, from my family and I for making our Christmas day happy and more relaxed.

- As a lone parent of 8 children Christmas can be difficult both emotionally and financially. Knowing there are people out there that want to do something to support my children is amazing and it does make me feel overwhelmed. I see myself as too proud to ask for help and this way every child is included and is lucky to be involved. I also feel we are very lucky to be part of a community that supports one another.
- It means a lot to know people are so kind.
- It really did bring Christmas cheer! It took pressure from me feeling guilty at not managing to give my children as much as I'd have liked. They were truly happy with and grateful for the gifts given, and the Xmas Eve boxes. That made me happy. I loved the gifts given to me too. That was unexpected. The effort put in by Muirhead, and by others, is really clear, and that makes us feel cared about.
- Like many families 2020 had been a difficult and stressful time and the help provided allowed us to bring much needed positivity to our Christmas celebrations. It meant so much to feel a sense of belonging to a community and support network and to know that so many kind and caring people exist! We definitely intend to pay it forward in future and to help others who may be struggling.
- Me and my son were drifting apart, he was getting too obsessed with his gaming. Getting just small things to change or try was so much help. Also I didn't really have a lot of confidence in myself to make the changes, getting wee messages, text or in person even if it was just to say 'you're doing good' made a big difference to how I felt about myself
- It means a lot as if it wasn't for that little bit extra help don't think it would've been much of a Christmas this year especially with what is going on so thank you so much
- It means a lot. Without the support my boys wouldn't have had much presents to open or been fed as good as they were. It made me feel like less of a failure as a parent
- Support can't thank people so much kind caring and very much appreciated thank you so much
- It has meant a great deal and took a lot of the stress out of Christmas day
- It was amazing considering what is going on with Covid the support given was tremendous

Our thanks extend to everyone who made Christmas 2020 possible for our families. We appreciate your support all year round.

The Muirhead Outreach Project Team