**Resident Feedback**

1. This is amazing, my sisters are severally disabled and like to do everything for themselves; they are fed up asking for help and support and getting none. They do not engage with anyone now; it was good to see them welcome you and let off some off their stuff, they felt heard. The food was excellent; my sisters don’t take handouts from services, but you just touched her in a way she felt good about taking it, and loved the stuff, very grateful and hope we come back and get the funding to continue this.
2. Feedback from a single parent with 4 children. The bedding parcel was amazing, had lots off pillows. I was going keep them for myself, kids come first though; I can’t afford these things. The kids were well chuffed with the food and toiletries. It was like Christmas, I do not have the budget for these things, and only get to buy the weans all the wee extras, and the stuff was great quality.
3. So grateful for the box, & the fact I needed a new toothbrush for my child & there was one in the box & the kids were excited with a certain item (bag of sweets) that was a luxury for them
4. Thanks for the food, no cunt ever gives me or my partner anything. That was good stuff, the best of food.
5. Thanks for the parcels, it is great, the stuff is gid. My son is a vegetarian & we were able to offer him some vegetables; as we are in lockdown, we can’t get out to buy essentials. The beetroot was pickled in to jars by my husband as he likes doing stuff like that; and the sweets, my daughter & granddaughter were in for the first time since lockdown, she was awe granny sweets & hugging them and asking why mum don’t get parcels too.
6. “What you guys do is fucking brilliant, you really made me feel as if I matter”
7. “You’ve given me too much; you could take some back and help someone else”
8. “It’s nice to have someone coming to your door and asking how you’re doing instead of telling you what to do”
9. “The quality of the food was fucking unreal”
10. ‘We are treated like “scum” and “never treated properly or with any respect” looked on as “wasters, junkies”
11. ‘I am very grateful for the parcels and thank you very much for them but a would like you to give it to someone more needing as I manage to survive, and I am able to seek things on my own. I would also like to try and support you in some way if possible’
12. To have a lady in tears responding to our support & not feeling judged; the gratitude of what goes into each package; to hearing people going without as looking after others; an elderly gent talking with pride about his garden. Small things making a big impact to people’s lives
13. Someone having to pay full rent as they are a single person residing in a two-bedroom property, this was not their choice however they are being penalised and struggling to survive due to this.
14. Another resident was paid off in December, having worked all their life, they did not know where to turn and therefore have had no income since becoming unemployed. We provided support and set up a Universal Credit claim and because the person forgot their password, they were advised that the claim would not be processed until they could provide the information, causing extreme upset and anxiety.
15. Numerous properties where windows are smashed and boarded up and the residents have been advised that despite the windows having been measured, it could take months for them to be replaced.
16. Someone crying out for addiction support but advising that they could not face going to local addiction services due to the way they were treated when initially asking for support when they lost their partner.
17. People saying “that’s just the way it is up here” “They’re not going to help us, they don’t give a fuck” “My gas has been capped for a year and I’m in so much debt so I’ve no chance of getting it back on”
18. One resident who had received a bill for underpayment of council tax, this person was devastated as they were unable to pay the amount in full and the council tax has been paid from their benefit for the last six years, to see someone so low telling us they sometimes wished they could go to sleep and not wake up is heart-breaking but to see the relief on their face by the time we left again reinforced why we need to keep doing what we are doing as people need support and need to feel valued.
19. We visited another resident who we had supported with a court appearance last week, the charges had been dropped and he advised us that he felt like a weight had been lifted off his shoulders and that he could now start focusing on building a future, again he was so thankful for not only the support but for the fact that people cared.
20. “Good evening and Thank you for helping me and just being there. Thankyou both for caring x”
21. “God bless you both and your children too and keep you all safe x See u next Tuesday”
22. “I don’t see anyone from one Tuesday to the next, I can’t wait to see you guys coming on a Tuesday”
23. “Thank you for just listening to me, if you hadn’t come today, I don’t know what the hell I’d have done”
24. “Coming here and helping out has made a huge difference to me, I don’t sit and greet anymore, and I don’t feel worthless. I know my benefits are sorted and I have something to focus on. I really can’t thank all of you enough”
25. “I’d be fucking dead if it wasn’t for you lot, you’ll never know how much I appreciate what you’ve done for me, folk think I’m a lost cause, a junkie who’s not worth the effort, I probably did as well because I’ve been told that loads by other places I’ve been to ask for help, but never heard it from you, you’ve chased me all over Kilmarnock to make sure I’m ok, and that means hunners to me, you’re all sound. Now that’s the last nice thing you’ll hear me saying!”
26. “Other places look at us like we’re scum, when you come out to see us you talk to us like we’re normal people and we look forward to seeing you just for a chat, but we can’t thank all of you enough because whatever you say you’re going to do you do it and you always tell us the truth and give us your opinion. Thank you so much for just being there”
27. “I’m so sorry I missed you today, I nipped out for ten minutes & you must have come when I did. I was so upset as I so look forward to seeing you & having a chat, you are all so kind & have made me feel like I am actually worthy, I just want to thank you all so much from the bottom of my heart”
28. “I don’t think any of you know how much what you are doing means to us. Nothings too much trouble & you never judge anybody, it’s good knowing you’re not looked down on & you have people who will help, we need more green vans & people like you lot who actually care”
29. 'I just got a phone call from SW to say my wet room has been approved. So, thank you so much for referring me. I really don’t know what I would have done without you'
30. "I canny thank you lot enough, you don’t judge me and have done hunners tae help, I know I'd be dead if I hadn’t met you, cheers and I mean that"
31. ‘It has meant a lot to me; it has been so helpful especially as I am disabled and cannot get out of the house easily’
32. ‘It was a god send, if you had not helped me with food, I would not have been able to live as I was isolating myself & not going round to my friend for a bit of eating; I would have starved’
33. ‘The food & toiletries have been excellent & a good variety. Your staff are lovely people, so helpful, always nice & friendly’
34. ‘It was great to meet the boys with the food parcels & can take the time to talk to you as it is sometimes the only people I see for days at a time’
35. ‘Has helped break up my day as I go extremely long periods without speaking to anyone’
36. ‘It makes me know that there are people out there that care for people, they give their time to see how you are’
37. ‘Shown that at times of hardship and stress there is care and help out there’
38. ‘This has been at times essential to our well-being, not just the food package but the advice & support network that comes with it’
39. ‘I think it would be an awful shame if they were to be stopped because the parcels you deliver help me as food gets low & they help so much when you have nothing & you don’t tend to worry as much when you know food is coming. It is also good to know that people like myself (disabled) who have worked, but cannot now, are not forgotten’
40. ‘You don’t know how much this has made my life so much better with food they give me & the small amount of money I have on benefits; it makes my life worth living. If they were not here, I don’t know where I would be’
41. ‘It is easy to turn a blind eye and be ignorant, anyone can do that. It takes someone with morals, dignity and an appreciation of others to make a difference’