



**Welcome to Little Village. You have been referred to Little Village, and we are looking forward to sending you some support.**

### **What to expect**

Normally we would invite you in to see us and choose the items that you need. Sadly, because of social distancing, we can't do that at the moment.

Instead, one of our team will phone you. We will talk through the items that you need and you will have the chance to tell us anything that could be useful about your situation. For example, if you need a narrow buggy to fit through a doorway, please let us know. Or if your 2 year old actually wears size 4-5 clothes, please tell us!

We will also check your address details; it's really important we have the right address for you so that we can deliver your items to you.

### **What if you don't speak English very well?**

We will try to find someone who speaks your language to call you. If not we may text you and use google translate.

### **What will you receive?**

We will send you a box (or boxes) packed with the items you asked for. Any bigger items will be packed separately. We will send up to 40 items of clothing per child up to age 5-6, plus coats and shoes as well as any equipment we are able to provide.

Everything is second hand (apart from mattresses, nappies, toiletries, and bottle teats which we supply new) but it's all in great condition and will have been checked for safety.



### **Will you get everything you asked for?**

We hope so, but we can only give out what has been donated to us. Our work has been affected by Covid and we may not be able to provide big kit such as buggies or beds. We will let you know when we call you what we are likely to be available.

### **What happens next?**

When all your items are packed, we will call you to let you know when they will be delivered to your home. It is likely to be on a Thursday between 10am & 2pm. If you can't be in, please find a neighbour or safe place where we can leave the items for you.

One of our friendly volunteers will deliver to your doorstep. We can't bring them into your house, so if you're expecting heavy items such as a cot and can't lift these yourself, it would be good to have a friend or neighbour who can help.

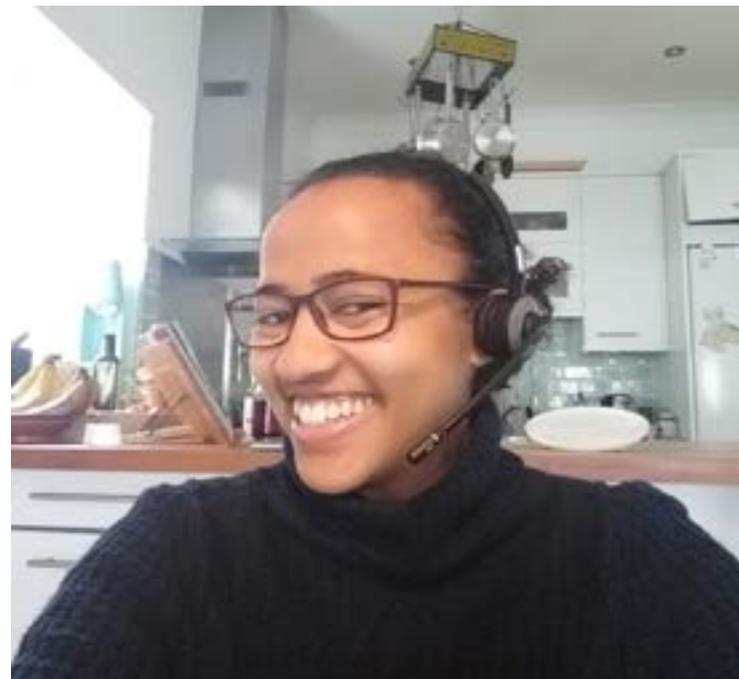
**We hope you enjoy your items and we look forward to speaking to you soon.**

## **Little Village**

@littlevillagehq  
facebook.com/littlevillagehq  
www.littlevillagehq.org  
hello@littlevillagehq.org

**Little Village – a gift from one family to another**

Registered charity number: 1169735



**What to expect from Little Village**