



Welcome to Little Village,

What is Little Village?

Little Village is like a foodbank, but for clothes, toys and equipment for babies and children up to the age of 5. We collect great quality donations and gift these on to local families dealing with challenging circumstance including homelessness, unemployment, low wages and domestic violence. Our dream is that no child in the capital grows up without the essential things they need to thrive and we make it as easy as possible for families to help one another achieve this goal. Little Village is powered by an incredible network of 500 volunteers, many of whom are parents with small children- a group that often struggle to find opportunities for meaningful work or volunteering. We currently have three main Little Village sites in the boroughs of Camden, Wandsworth, Southwark and a satellite hub based in Roehampton. Last year we supported almost 7000 children alone.

Who can refer to Little Village?

We accept referrals from professional and voluntary organisations working with families in an official capacity. We do not accept self-referrals, or referrals for family and friends.

We are also able to accept referrals from local mutual support groups and community support groups but will ask for additional registration details from you if you do not have an organisational email address.

What if I'm not sure if the family I support qualifies?

If you are unsure as to whether a family qualify for support, we would always recommend reading the Referral Criteria section of our Referrals Policy. You are also very welcome to discuss any concerns with us directly. If you are still unsure we are happy for you to use a 'reasonable doubt' assessment of need.

What can Little Village provide?

During the coronavirus pandemic, we have had to close all our drop-in sessions. But we remain committed to doing everything we can to reach families who need support. During this crisis we can offer families the following option:

- **Urgent Clothing and Kit pack**

These are available to families with children up to the age of 5. We can offer a clothing bundle, appropriate bed and mattress, a buggy or sling and newborn kit if available. We will also include a pack of nappies and wipes, and a substantial pack of toiletries for one adult and all children under 5 in the household.

Please note that due to the coronavirus pandemic we have faced shortages in stock and volunteers and we have had to temporarily tighten our geographical reach. We are currently only providing Urgent Clothing and Kit packs to families who live in the following boroughs:

Brent, Barnet, Bromley, Camden, City of Westminster, Croydon, City of London, Haringey, Hackney, Hammersmith and Fulham, Islington, Kingston Upon Thames, Lambeth, Lewisham, Merton, Richmond Upon Thames, Royal Borough of Greenwich, Kensington and Chelsea, Southwark, Sutton, Tower Hamlets, Wandsworth.

What if my family lives in an another London Borough that you don't currently deliver to?

We have compiled some resource to help you and the families you work with get support from other sources. These may be particularly useful if you are working with families who live outside the boroughs we currently deliver to:

- [View a map of baby banks in the UK](#)
- [View a list of family support resources](#), including other ways to source baby equipment and clothing, as well as more general support

I have a family I'd like to send your way – what do I do?

Visit the referral section on our website and complete our simple form

<https://littlevillage.typeform.com/to/FevPm0> This form will take you through our referral process and ask you to fill in what the family need. You may find it easier to fill the form in whilst you are talking directly with the family (on the phone or in person if possible). Once you have filled out the form, Little Village will get in touch with the family direct and confirm delivery. We will only get back in contact with you if we have any further questions or can't contact the family.

What happens once I refer a family?

You won't hear from us again unless there is a problem with the referral.

We will call the family using the details you have given us to run through any further details on what they need and confirm delivery details. We will then let them know the day before their delivery roughly what time the items will arrive.

How long will it take and how are the items received?

If you have requested a Urgent Clothing and Kit pack, we will liaise with the family to deliver this to them within four to six weeks. The items are all delivered safely and directly to the family's home. We suggest sending our What to Expect leaflet to the family you are referring to alleviate any anxiety they may have over their referral.

Can I collect on behalf of a family instead?

By prior arrangement, referral partners may collect items from our sites; we are unable to welcome families to our main sites at the moment. Our satellite hub based in Roehampton is however open to families to collect items on an appointment basis only. If your family lives within close proximity to the Roehampton site we will discuss this option with them over the phone.

Do you always have everything?

We have a good supply of clothes, toys and books. Other equipment such as cots, highchairs and buggies are in high demand. We can only gift on what is donated to us and operate a first come, first due, first served basis for cots and buggies, depending on stock levels.

Unfortunately, we can't operate a waiting list for the most popular items such as buggies and cots. We will do what we can to fulfil these requests; however alternatives may be offered if the original request can't be fulfilled e.g. a single newborn buggy and sling/ or buggy board may be offered if no double buggy is available.

How often can families be referred?

You can re refer a family back to Little Village every three month for clothing and kit if the need continues.

How else can families get involved with Little Village?

We are volunteer run and would like to encourage our families to volunteer with us once we are fully back up and running. We currently only have a small number of volunteers working with us, to help us maintain social distancing. However, there are roles at home, or remote helping with deliveries, as well as some roles at our sites available. Please encourage families to look at our website to find out more.

How else can my organisation work with Little Village?

We are always open to exploring different ways to work with our referral partners to help us reach as many families as possible. For example, during the pandemic we have supported a number of community based foodbanks by providing bulk deliveries of toiletries and nappies for families they are working with.

Get in touch at claire@littlevillagehq.org to chat further.

Keep in touch with us

Our website is regularly updated with our latest news www.littlevillagehq.org and on our network and local facebook groups:

<https://www.facebook.com/littlevillagehq>

<https://www.facebook.com/groups/littlevillagecamden>

<https://www.facebook.com/groups/littlevillagesouthwark>

www.facebook.com/groups/LittleVillageWandsworth

We are always contactable on email- referrals@littlevillagehq.org. We are committed to providing the best possible service to our families, our referral partners and our volunteers. We welcome all feedback – good and bad! Thank you for your involvement and for helping us in our mission to facilitate local families supporting one another with dignity and love.

**With best wishes,
The Little Village Team**