

# **CHARLTON TOY LIBRARY Annual Report**

**1<sup>st</sup> April 2011  
to 31<sup>st</sup> March 2012**

Registered charity number: 285099

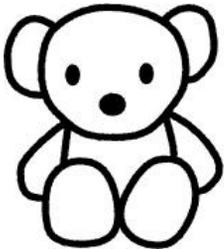
Charlton House  
Charlton Road  
Charlton  
SE7 8RE  
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Website: [www.charltontoylibrary.co.uk](http://www.charltontoylibrary.co.uk)  
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NATLL  
82-1788

**Charlton Toy Library is a voluntary group offering a toy and safety equipment lending and play service to the under-fives community in Greenwich. It is a registered charity, governed by a constitution adopted 10<sup>th</sup> February 1982, and is run by members of a voluntary Management Committee with Toy Librarians, a Play Worker and volunteer members running the sessions and giving help and advice.**

**All the money received from membership, loan fees and fund-raising events is spent on toys and toy library running costs. We have an Equal Opportunities policy and aim to provide a good selection of multi-cultural and non-sexist toys and books.**



## **Chair's Report** *by Colin Brown*

Charlton Toy Library is 30 years old this year. Every year a new group of members get involved in running the charity to make sure it is around for the next few years. This year the following have all stepped up to join the committee and volunteer at sessions: Janine, Dona, Sue (Outreach Worker), Sarah, Jo, Stella, Claire C, Andrea, Constanze, Karen, Louise, Katrin, Reshu, Rajvu, Helen, Tamara and Claire. This sounds quite a lot but some have now moved on and we truly need new people to help keep all our services going.

What we need is volunteers who will work as part of a team to support each other.

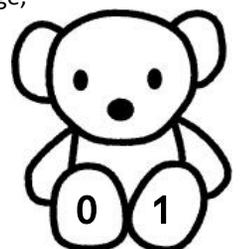
Jo is now doing fortnightly music sessions and Stella has stepped up to fill the gap so we can keep a weekly offer. Katrin, fresh from writing her fantastic parent guides (available online and from all good Toy Libraries in Charlton) and from her success with the Charlton station bookswap, has been fantastic at keeping our website updated and relevant. Janine pulls together the most complicated funding applications and keeps our finances and admin in order! Dona is a stalwart session runner and table sale expert. Sarah makes sure everyone is pulling in the same direction and brings in lots of volunteers and in her spare time fund raises by swimming lots of miles in very cold water.

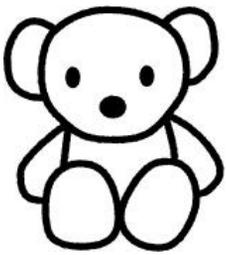
A very special big thank this year goes to Andrea who has been running sessions on Friday's for over a year despite having two very busy 7 year olds and Cracker the dog. Unfortunately for the Toy Library, Andrea and her family are relocating to the sunny south west and we will miss her dearly but she has found Tamara and Claire to replace her.

I am sure you will appreciate that in this tough economic climate we are trying to make sure the Toy Library is used to its maximum. I therefore have great pleasure in welcoming on to the team Simone and Gemma who are our birthday party co-ordinators. I am sure as regular members you will agree that it is a perfect venue for parties for the under-3s - a safe, familiar, comfortable space with all the toys that your children love.

Hopefully you will understand from reading this report and from your day-to-day contact with us that as a small independent charity without any funding from the local council we rely almost entirely on grant aid from companies and charities (see treasurer's report) and in these tough times that funding is difficult to obtain. Therefore it is essential that we get as many volunteers as possible working together to keep the show on the road.

Please help in anyway you can, be it volunteering at sessions, coming up with fundraising ideas, finding trusts and foundations to apply to, helping at social events, writing press releases, maintaining the Facebook page, donating toys or consumables such as baby wipes, bins sacks etc or just spreading the word to all your friends about our service and the fact we now hire out as a birthday party venue.





# Development/Outreach Workers Report *by Sue Munro*

Over the last year we have welcomed many outside visitors to the toy library. I would like to say a big thank you to all those visitors who took the time to come to one of our sessions and helped expand the advice and support we offer our members. They include: community dentists, speech and language therapists, the Family Information Service, The HER centre, Bopping Bunnies, Sing it Out, the photographer and our local Community Police. Thank you to all the visitors over the last year, for bringing their expertise and information to the sessions.

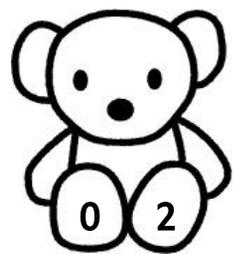
At Charlton Toy Library we feel that it is a vital part of our role in the community to welcome volunteers. A big thank you to our regular volunteers, Andrea, Reshu, Rajvu and Maria. They are dedicated to us and provide wonderful support for our sessions. We were very sad to say goodbye to our volunteers Louise, Hiro and Helen, who always showed commitment to the toy library. Thank you also to Jo Berry, who runs our fantastic weekly music session. Jo is a regular toy library member and we are very grateful that she gives her time to us freely. Lastly but by no means least, a huge thank you needs to be given to Dona, who has been volunteering at the toy library for 12 years! Dona is always a calm, friendly face at the sessions and I could not fulfil my role without her continued support. We rely heavily on volunteer support to maintain the smooth running of the toy library. If you would like to offer any free time or share any creative skills. We would be more than happy to welcome you.

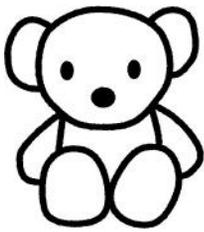
The mobile van service is going from strength to strength. Over the last year I have been working closely with Home-Start Greenwich and also a local women's refuge. Home-Start supports families in situations as varied as isolation, bereavement, multiple births, illness or just finding juggling parenting a struggle. I have been visiting the families and the groups, taking our Toy Library service to them. Whilst providing this practical service, I try to encourage the parents to visit us at the toy library, to enjoy our stay and play sessions. At the women's refuge, they borrow the toys, books and safety equipment. This is also a good time to sign-post the women to our main toy library and other relevant organisations in the borough. I would like to say a big thank you to Jo at Home-Start and Jessie and Monika at the refuge for welcoming me into their sessions.

In October 2011, I was asked by a local school if we could help to distribute some of the food collected at Harvest time. This is the second year running that I have been asked to do this. Using the van, a huge amount of non-perishable foods were delivered to many families living in poverty in Greenwich. I have also seen an increase in the need for safety equipment and I have carried out a number of safety checks in the home for stair gates. I feel that the mobile project is an extremely personalised service and is well used.

Thank you to Colin, Sarah and the Management Committee, for all their fundraising efforts over the last year and for their dedication to the Toy Library. And finally, I would also like to say a huge thank you to our Treasurer Janine for her tireless dedication to the Toy Library, for supporting me and keeping me sane.

Sue Munro (Development/Outreach worker)





# Treasurer's Report

*by Janine Khoshnevisan*

In spite of not having any new sizable outside funding CTL managed to keep all services running efficiently and at full capacity. This was thanks to: our expert staff & volunteers who made some very astute reductions in running costs without affecting the quality of our services; to cash reserves built up in previous years; and to the kindness and dedication of our committed volunteers.

On paper it would appear that we had an operating profit/loss for this last financial year of £5,979.47. However, we had £6,183.89 left over from Lloyds TSB from the previous year. So, we actually made a profit of £204.42.

Funders that we would very much like to thank for their support include: Help A Capital Child who contributed £2,347 towards the continuation of the mobile project, the Blackheath Pre-School & Nursery who raised £922.90 and Thorntree Primary School who raised £200 for us. We would also like to thank Harjit from P.C.Services who has kept our computers going throughout the year practically free of charge.

In this difficult economic climate, we are beginning to diversify our income sources as it is becoming increasingly difficult to obtain funding from trusts due to much higher competition for greatly reduced levels of available funding. We are making greater use of our assets by hosting birthday parties when we are closed, hiring out larger equipment for parties at home, and generally using the premises for other activities and events that are beneficial to our members.

A HUGE thank you goes to Sue, our Outreach Worker, whose energy and commitment knows no bounds. Another huge 'thank you' goes to ALL our helpers and volunteers whose contributions have helped to improve the lives of so many children and their families across the borough. Without your help, support and ideas, CTL would not be what it is today.

Finally, we would like to thank our Independent Examiner, Ms Caroline Sharp (ACA, DChA), who has once again completed the successful examination of our accounts.

## CHARLTON TOY LIBRARY INCOME RESERVES POLICY - JANUARY 2004

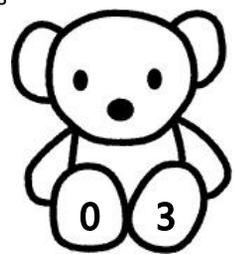
Updated by the Management committee at the monthly Management meeting dated 13<sup>th</sup> December 2007

Unrestricted funds are needed:

- a) to provide funds which can be designated to specific projects to enable these projects to be undertaken at short notice and
- b) to cover administration, fund-raising and support costs without which the charity could not function.

The trustees consider it prudent that unrestricted reserves should be sufficient:

- a) to avoid the necessity of releasing fixed assets held for the charity's use;
- b) to cover 6 month's administration, fund-raising and support costs (currently approximately £6,500)
- c) to provide a pool equal to 10% of the average charitable expenditure over the preceding 2 years from which funds can be designated to specific projects (currently approximately £4,500).



## CHARLTON TOY LIBRARY Income & Expenditure Account 2011-2012

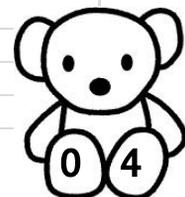
INCOME	Restricted	Unrestricted		Previous year
Lloyds TSB			Lloyds TSB	10,000.00
Help A Capital Child	2,347.00			
Barclaycard			Barclaycard	476.00
Rothschilds Bank			Rothschilds Bank	500.00
Westcombe Society			Westcombe Society	250.00
Fundraising		665.12		342.50
Membership fees		1,608.00		1,562.00
Toy loan fees		1,302.90		1,881.10
Safety equipment loan fees		249.00		213.50
Session sales		490.00		432.90
Special events/parties		120.00		18.00
Donations		1,716.90		3112.92
Bank interest		3.04		5.26
Gift Aid		655.54		738.50
<b>TOTAL</b>	<b>2,347.00</b>	<b>6,810.50</b>	<b>9,157.50</b>	<b>19,532.68</b>

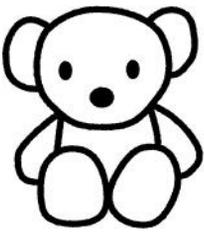
EXPENDITURE	Restricted	Unrestricted	Total	Previous year
Advertising/promotional				0.00
Child Safety Equipment				0.00
Equipment				0.00
Fundraising expenses		230.70	230.70	126.95
General running costs		2472.44	2472.44	2448.33
Insurance		1320.99	1320.99	1308.86
Management costs		144.72	144.72	102.00
Staffing costs	7580.11	1559.09	9139.20	25490.17
Rent (To Greenwich Council)				0.00
Toys books videos etc		11	11.00	19.96
Training/conferences				0.00
Travel				
Van running costs	1040.78	763.21	1803.99	2412.32
Volunteer expenses				0.00
Workshops		13.93	13.93	42.54
<b>TOTAL</b>	<b>8620.89</b>	<b>6,516.08</b>	<b>15,136.97</b>	<b>31,951.13</b>

<b>PROFIT/LOSS</b>	-6273.89	294.42	<b>-5,979.47</b>	-12418.45
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### BALANCE SHEET AS AT 31 MARCH 2012

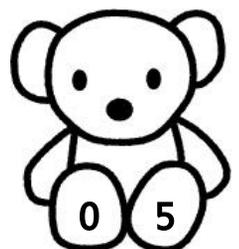
CURRENT ASSETS	Restricted	Unrestricted	Totals
Current Account		2,387.57	<b>2,387.57</b>
Business Reserve		7,637.47	<b>7,637.47</b>
Cash in hand		100.00	<b>100.00</b>
6 unrepresented items		-246.94	<b>-246.94</b>
	0.00	9,878.10	<b>9,878.10</b>
<b>REPRESENTED BY:</b>			
Balance b/fwd 2010-2011	6,183.89	9,673.68	<b>15,857.57</b>
Profit/loss for 2011-2012			<b>-5979.47</b>
			<b>9,878.10</b>

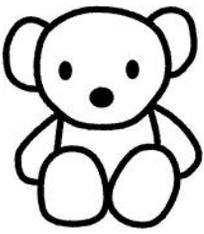




# Achievements 2011-2012

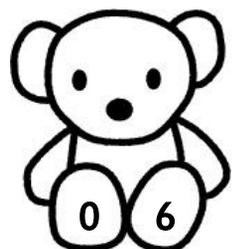
- ❖ *Over 250 families used CTL'S services during the year*
- ❖ *Continued to run all play and borrowing sessions with the help of volunteers*
  - ❖ *Continued our popular music and craft sessions*
  - ❖ *Continued our Child Safety Equipment Loan Scheme*
- ❖ *Continued the Mobile Van Project in the Charlton, Thamesmead, Woolwich and Eltham areas*
  - ❖ *Catalogued new toys, books and safety equipment for the Mobile Project*
- ❖ *Created and maintained strong links with relevant organisations across the Borough, including several HomeStart groups, A Women's Refuge and the HER Centre*
- ❖ *Promoted awareness & membership of our service amongst target groups, including black and minority ethnic & low income families, and families suffering domestic abuse*
  - ❖ *Attended outreach/networking days with the Mobile van project*
- ❖ *Ran 117 borrowing and stay-and-play sessions*
- ❖ *Held weekly music sessions & craft events... free of charge to members*
  - ❖ *Opened one day per week during the summer holidays*
  - ❖ *Organised a home, road and fire safety day*
  - ❖ *Organised a hugely popular multi-cultural International Day*
  - ❖ *Held Speech and Language, Dental and Fire Safety information days*
- ❖ *Improved the Stay-and-Play sessions with new and exciting messy play ideas*
  - ❖ *Organised the photographer*
- ❖ *Celebrated events in the cultural calendar, e.g. Chinese New Year and Divali*
  - ❖ *Held regular Management Committee meetings and AGM*
  - ❖ *Continued to encourage greater Management Committee representation*
    - ❖ *Provided skill and experience opportunities for volunteers*
    - ❖ *Published a regular newsletter*
  - ❖ *Publicised the Toy Library to local groups and around the borough*
- ❖ *Further developed and enhanced the overall look of the toy library website*
  - ❖ *Did much internal fundraising*
  - ❖ *Attended Hornfair, the largest local community event*

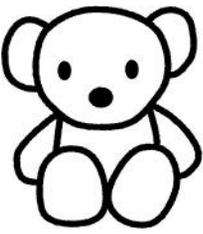




# Plans 2012-2013

- ❖ *Continue to offer our full range of services both at the main site in Charlton House and via our Outreach Mobile Project*
- ❖ *Continue the funding search for salaries and toy/book stock.*
- ❖ *Apply for funding for computer software updates and legal expenses*
- ❖ *Work on diversifying our income sources by offering other events & services relevant to our members, eg. birthday parties, child hair-cutting & Mother & baby fitness sessions*
- ❖ *Hold regular committee meetings and AGM*
- ❖ *Continue to encourage greater Management Committee representation.*
  - ❖ *Review Toy Library policies & procedures*
  - ❖ *Further develop the web site.*
  - ❖ *Undertake a membership survey.*
- ❖ *Open our services at Charlton House for one session per week throughout the summer, (dependent on availability of volunteers)*
- ❖ *Maintain and improve links with relevant organisations across the Borough*
- ❖ *Continue to increase awareness and use of our services particularly amongst black and minority ethnic and disadvantaged families*
  - ❖ *Further promote our services to local Grandparents & childminders*
  - ❖ *Further develop the targeted Toy Library sessions.*
  - ❖ *Further develop the stay-and-play area where possible.*
  - ❖ *Organise seasonal and cultural events.*
  - ❖ *Organise an open day.*
- ❖ *Hold Speech and Language, Dental and Fire Safety information days.*
- ❖ *Continue to publish the monthly newsletter.*
- ❖ *Find and develop fundraising opportunities at local events.*
- ❖ *Continue to organise internal fundraising & social events.*
  - ❖ *Organise the Photographer to visit.*
  - ❖ *Attend Hornfair*
- ❖ *Continue to offer volunteering opportunities for people*





# Aims and Objectives

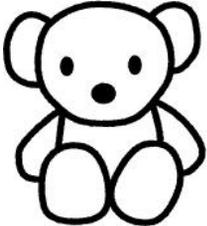
## AIMS:

- ❖ To promote the principle that play does matter for the developing child.

## OBJECTIVES:

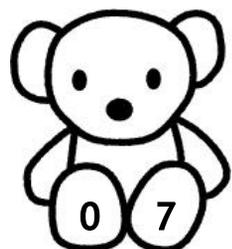
- ❖ To make play available and lend appropriate toys to extend the opportunity for shared play into the home.
- ❖ To provide play areas where children and adults can use a wide range of toys and creative activities.
  - ❖ To offer an opportunity to socialise and exchange experiences.
  - ❖ To offer a befriending and supportive service to parents and carers.

“Toy libraries exist to promote the principle that play does matter for the developing child. They operate as a preventative service filling the gaps in the existing provision for all families with babies and young children, and for people with special needs. By offering a befriending, supportive service to parents, and by making available and lending appropriate toys, they extend the opportunity for shared play in the home.” PLAYMATTERS



# Equal Opportunities

Charlton Toy Library is committed to Equal Opportunities. We recognise that this means more than ensuring that no individual is discriminated against on grounds of sex, race, colour, nationality, ethnic or racial origin, marital status, disability, sexual orientation, age or religious belief. It means we need to take positive action to promote the development of Equal Opportunities in every area of the Toy Library. The concept of Equal Opportunities is the basic foundation of a democratic society and underlines all legislation. We declare our intention to work for the furtherance of equal treatment employment, committee, representation and service provision. Charlton Toy Library is committed to a programme of action to make this policy effective. This policy will be updated and monitored to check that it is being effective. The responsibility for this will lie with the Chair of the Management Committee and a key worker.



# Committee Members

as at 31<sup>st</sup> March 2012



Colin Brown, Chair  
Janine Khoshnevisan, Treasurer  
Andrea Bonnetti, Secretary  
Dona Dickson, Committee Member  
Sarah Roseblade, Committee Member  
Claire Cuthbert, Committee Member  
Stella Benavides, Committee Member

Resigned during the year:  
Karen Massey, Committee Member  
Constanze Osborne  
Thank you to you both for your support

## Staff

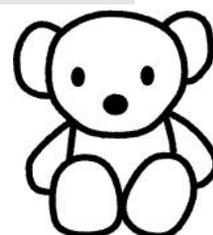
As at 31<sup>st</sup> March 2012  
Sue Munro, Outreach & Development

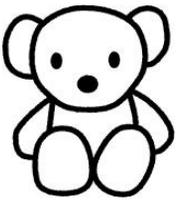
Trustees and Officers are elected and appointed at the Annual General Meeting by nomination method, or co-opted by the Management Committee at a monthly meeting.

# Volunteers & Fundraisers

Janine Khoshnevisan	Dona Dickson	Andrea Bonnetti
Joanne Berry (music)	Stella Benavides (music)	Louise Sizer
Tamara Davey	Katrin Bain (website)	Simone Joseph
Gemma Stevens	Reshu, Rajvu & Helen	Maria Lenhem
Ben Khoshnevisan	Alex Khoshnevisan	Hiro Fukami

And to everyone else who has helped on a more informal basis... thank you!





# Supporters

As always, there are a huge number of people and organisations to thank for their support.

First, the Management Committee, the Staff and the Volunteers along with their partners, families and friends, who have all contributed so much to the Toy Library to make it such a success.

Next, our funders:

Lloyds TSB  
Help A Capital Child

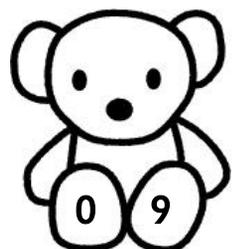
And to all our other supporters:

Blackheath Pre-school and Nursery  
Thorntree Primary School  
Charlton Resident's Association  
Japanese Language School  
Greenwich Council  
Playmatters  
P C Services (Charlton)  
Charlton House  
Home-Start Greenwich  
The Women's Refuge  
The Co-op, Charlton Village

All the volunteers who help us on the mobile project sessions.

And thanks too to our Independent Examiner, Ms Caroline Sharp (ACA, DChA)

And finally, our thanks (and apologies!) to anyone else who has helped us along the way and who we may have momentarily forgotten to mention when we wrote this report!





# Declaration and Signature

I declare, in my capacity as Chair of the Management Committee,  
that:

- ❖ the Management Committee has approved the report above; and
- ❖ have authorised me to sign it on their behalf.

*Signature:*

*Full name:*

*Position:*

*Date:*

