

CHAIR'S REPORT BY COLIN BROWN

Over the last year Charlton Toy Library has continued to be a great asset to the local community. Last year we helped 421 children from 300 families: 109 families on very low incomes and 75 lone-parent families. We hope to build on this over the coming year with the help of our expanding team of volunteers.

We offered more and varied activities for our little members. But it's not just fun for the kids. We also provide fitness classes for parents and carers as well as the ever popular pamper evenings and cake sales. We welcomed experts from the Ecology Park, speech & language therapists, the community dentist, an optician as well as the excitement of the firemen! Activities included music from 'Old Time Nursery', Barefoot Books and even toddler yoga.

All of the above is achieved under the expert guidance of our new CTL Co-ordinator, Charlotte, who joined us in April 2013. A huge thank you to Charlotte for her dedication and enthusiasm in running the sessions and co-ordinating the volunteers and management committee.

In addition to our services in Charlton House, we have been able to expand and strengthen our outreach service. Thanks to BBC Children in Need and Help a Capital Child we employed a new Outreach Worker, Sharon, who works with disadvantaged families in several women's refuges, HomeStart groups and other families referred to us by Health Visitors. These families not only benefit from our toys, books and support, their children are also safer in their own homes thanks to our extensive range of child safety equipment.

As a small, independent charity we work very hard to make sure every penny raised and every minute volunteered is valued and put to good use.

I am stepping down as Chair of CTL after a number of happy years supporting the charity. I will stay in touch and will always be on hand to give assistance.

Thank you for making CTL a great place!

All the best

Colin Brown
Chairman CTL



OUTREACH WORK REPORT BY SHARON JAY

At present I am working with 74 families and 108 children.

I support 3 women's refuges. Tuesday mornings 10.30-12.00 are my activity session, where I do a range of activities with the children: music, painting, arts & craft and general play. Mums and children really benefit from this service we offer. Some Mums find it hard to leave the refuge when they first arrive. The sessions are helpful for both Mum and child/children as it's a chance for them to interact and spend quality time with their child/children in a safe, supportive environment. Mums benefit from our loan scheme of toys and safety equipment whilst they stay in the refuge. I am also on hand for any support that they may need.

Home-start Greenwich now have 5 family groups that I visit: Abbey Wood, Alderwood, Cardwell, Sherrington and Vista Field. A range of families have really benefited from Charlton Toy Library outreach visits, toys and safety equipment, advice and support. There are a number of families that are quite hard to reach but I am beginning to gain their trust. They understand that I am there to help for the safety of their child. I am also helping them to interact with the child through the range of toys, books, puzzles and games that we have on loan. The help and support I give to my families is the biggest benefit, just reaching out to the family and also letting them know there are organisations willing to help.

I have also been working with support workers in Alderwood Children's Centre and Alderwood School, whose families are benefiting from our outreach service. Health Visitors are now referring more families to our outreach service.



TREASURER'S REPORT BY JANINE KHOSHNEVISAN

2013-2014 saw the employment of two new employees. Charlotte Nash joined our ranks in April 2013 as the much-needed CTL Co-ordinator and is funded internally. Sharon Jay joined us in July 2013 as our Outreach Worker, funded by Help A Capital Child and by BBC Children in Need. A big thank you goes to both these employees whose dedication, energy and enthusiasm have helped to strengthen the range and quality the toy library's services. As always, our two employees were assisted by a long-standing dedicated team of volunteers and the management committee.

On paper it would appear that we had an operating loss for this last financial year of £3,310.90. However, £2,178 of this was funding from Help A Capital Child, granted in 2012-13 but spent in the 2013-14 financial year on the Mobile Outreach Project. The Easter party on 31st March 2013 raised just over £1,130 but these funds were not banked until April 2014. So in real terms, we made a loss of only £2.90! We funded the CTL Co-ordinator role ourselves and managed to break even.

Funders that we would very much like to thank for their support during 2013-14 include: Help A Capital Child and BBC Children in Need who funded the Outreach Worker post. We would also like to thank Greenwich Council for their continued help through the peppercorn rent of our premises.

Generating income from new sources, such as birthday parties, children's haircuts and fitness classes for mothers while their children play, is proving to be very successful. Volunteers have also been very active with cake and toy sales. Our annual large events are very successful too. Thank you to everyone who helped organise them and to those who attended.

We would also like to thank Harjit from P.C.Services who has kept our computers going throughout the year, Alex Riley who helped raise funds through her fitness classes, Debbie Newman with her children's haircutting and Jonathan Hawkins who raised £651.25 by completing a rather long and challenging sponsored bicycle ride in Holland. 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. CTL would not be able to achieve as much as it does without them!

These accounts have been successfully examined and accepted by our Independent Examiner, Caroline Sharp (ACA, DChA)

CHARLTON TOY LIBRARY INCOME RESERVES POLICY - JANUARY 2004 Updated by the Management committee at the monthly Management meeting dated 11th June 2014 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 £10,000)
- 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).



TOY LIBRARY CO-ORDINATOR'S REPORT BY CHARLOTTE NASH

I have had a busy first year, with lots of fun sessions, sales and parties...and even a bit of painting! All of this has been made possible by our dedicated team of volunteers and the support of the management committee, so thank you everyone for all your help and for making me feel so welcome.

Since starting at the Toy Library last April one of my priorities has been to build up the team of volunteers, who are so essential to running the sessions, and to allow Dona and Janine a tiny bit of free time! Over the last 12 months we have had fantastic help from Michele Cleaverly, Kerry Woodland, Lola Osuna, Gill Broaders, Mireille Ahmed, Gill Crout, Mai Nguyen and Maribel Calderon Garcia. Volunteering at the Toy Library is a great way of gaining work experience or helping get back into work after a career break; we are delighted that one of our volunteers, Lola, has secured a teaching position in Spain and wish her all the best for the future! If you are interested in helping out, please come and have a chat – we are always glad of more help! Going forward we are hoping to gain a volunteer fundraiser role, to help the committee and me to secure essential funding.

Highlights of the year have definitely been the fantastic Easter Party, which so many members and local families attended. I would like to thank everyone who gave their time and energy into helping this event take place. And everyone who made such lovely Easter Bonnets – the parade was a great! Also our Pamper Evening, last Autumn, which was so much fun! We are hoping to do this again next term as it's a great chance for our members to come along and have a bit of childfree fun and socialise.

We have had a wide range of special sessions too. The music session with Old Time Nursery was a brilliant experience for the children and carers too – with a chance to listen and join in with a great range of instruments and songs. And all of the visits from the Ecology Park, Safety Week in April with the visit from the Firemen was extremely popular (again with both the younger members...and their mums too!) though their emergency exit left some sad faces! Going forward we are planning had a story and song session with Barefoot Books, Page & Small Opticians will be visiting and we hope to have toddler yoga too!

I would particularly like to thank Stella for her brilliant weekly music sessions on Tuesday. These are ever popular and give a great focus to the session, and are a fantastic way to start our week!

Our popular fitness sessions have been fully booked all year, and so from next term Alex has very kindly volunteered to put on an extra weekly session! I'd also like to thank Debbie who comes in regularly to offer haircuts for children, this service is hugely popular and she will be back in September. From next term we will also be gaining a new photographer, Alison Gartshore, who is local and has lots of experience photographing children in local





CHARLTON TOY LIBRARY INCOME & EXPENDITURE ACCOUNT 2013-2014

Income	Restricted	Unrestricted		Previous year
			Help a Capital Child	2,178.00
BBC Children in Need	5,003.90		Other small grants	891.95
Fundraising		1,314.95		683.00
Membership fees		2,343.00		2,341.00
Toy loan fees		1,786.00		1,577.00
Safety Equipment loan fees		133.50		177.00
Session sales		662.60		759.50
Special events/parties		993.00		2,449.30
Donations		1,255.70		1,931.48
Bank interest		1.84		2.53
Gift Aid		582.39		253.00
			Van	3,500.00
TOTAL	5,003.90	9,072.98	14,076.88	16,743.76
Expenditure	Restricted	Unrestricted	Total	Previous Year
Advertising/promotional		48.99	48.99	45.00
Child Safety Equipment		5.00	5.00	0.00
Equipment		63.46	63.46	39.99
Fundraising expenses		180.50	180.50	288.76
General running costs		2,410.46	2,410.46	1,986.93
Insurance		1,040.26	1,040.26	1,169.45
Management costs		64.00	64.00	96.30
Staffing costs	6,641.52	6,727.71	13,369.23	6,161.42
Rent (to Greenwich Council)		0.00	0.00	0.00
Toys books videos etc		0.00	0.00	0.00
Training/conferences		0.00	0.00	0.00
Travel		185.40	185.40	0.00
Van running costs		0.00	0.00	602.29
Volunteer expenses		20.48	20.48	0.00
Workshops		0.00	0.00	25.91
TOTAL	6,641.52	10,746.26	17,387.78	10,416.05
PROFIT/LOSS	-1,637.62	-1,673.28	-3,310.90	

BALANCE SHEET AS AT 31 MARCH 2013

CURRENT ASSETS	Restricted	Unrestricted	Totals
Current Account	540.38	8,010.91	8,551.29
Business Reserve		4,641.84	4,641.84
Cash in hand		100.00	100.00
5 unrepresented items		-398.12	-398.12
	540.38	12,354.63	12,895.01
Represented by:			
Balance b/fwd 2012-2013	2,178.00	14,027.91	16,205.91
Profit/loss for 2012-2013			-3,310.90
			12,895.01

ACHIEVEMENTS 2013-2014

- 300 families used CTL'S services during the year
- Employed a part-time Toy Library Co-ordinator
- 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

- Gained three-year funding from BBC Children in Need to ensure the continuation of the Mobile Project
- Continued the Mobile 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 and 3 Women's Refuges
- 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 Project

- Organised a massively successful Easter Party
- Ran 121 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
- 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 the 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 our online presence
- Diversified our income sources by offering other events for our members such as birthday parties, child hair-cutting and parent fitness classes
- Attended the Early Year's Teddy Bears Picnic

Membership Statistics

Total families using CTL main services and outreach service combined: 300

Total number of children helped: 421

Outreach families supported (free of charge): 64

Families paying concessionary rate: 39

Families on low incomes: 109

Families from BME backgrounds: 122

New families: 129

Lone parents: 75

Childminders: 11

Grandparents: 16

Children with special needs: 18

PLANS 2014-2015

- Continue to offer our full range of services both at the main site in Charlton House and via our Outreach Mobile Project
 - Continue to serve three Women's Refuges and four Homestart Groups
 - Continue the funding search for salaries and toy/book stock.
 - Apply for funding for computer software updates and legal expenses
 - Work on further diversifying our income sources
 - Search for a dedicated fundraising volunteer
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- Hold regular committee meetings and AGM
 - Continue to encourage greater Management Committee representation.
 - Review Toy Library policies & procedures
 - Further develop our website and online presence.
 - Undertake a membership survey.
 - Open our services at Charlton House for one session per week in school summer holidays, (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
-
- Organise seasonal and cultural events.
 - Hold Speech and Language, Dental and Fire Safety information days.
-
- Continue to publish a regular newsletter.
 - Find and develop fundraising and promotional opportunities at local events.
 - Continue to organise internal fundraising & social events.
 - Organise the Photographer to visit.
 - Attend Horn Fayre
 - Continue to offer multiple volunteering opportunities for people



AIMS & 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, STAFF AND VOLUNTEERS (AS AT 31 MARCH 2014)

Colin Brown, Chair
Janine Khoshnevisan, Treasurer
Dona Dickson, Secretary
Sarah Roseblade, Committee Member
Patricia Santome, Committee Member
Stella Benavides, Committee Member
Laura Sessions, Committee Member

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.

Staff

Sharon Jay, Outreach Worker
Charlotte Nash, Toy Library Co-ordinator

Volunteers & Fundraisers

Janine Khoshnevisan, Dona Dickson, Stella Benavides (music), Simone Joseph, Michele Cleaverly, Kerry Woodland, Maribel Calderon Garcia, Lola Osuna, Mireille Ahmed, Gill Crout, Gill Broaders, Reshu, Maria Lenhem, Mai Nguyen, Ben Khoshnevisan, Harpreet Kaur Gill, Alex Riley, Debbie Newman, Jonathan Hawkins

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



VOLUNTEERS, FUNDRAISERS AND SUPPORTERS

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:

BBC Children in Need

And to all our other supporters:

Old Cottage Coffee Shop	East Greenwich Fire Brigade
Theatre Bugs	Speech & Language Services
Charlton Resident's Association	Community Dentist
Boppin' Bunnies	Linda Pound
Diddi Dance	Alex Riley
Punk Me Up Buttercup	Blackheath Cooks
Children's Bureau	Meantime Brewery
Greenwich Council	The Sunday Times
P C Services (Charlton)	Biscuit Cafe
Charlton House	Ottie & the Bea
Waitrose	Offspringers
Home-Start Greenwich	
The Women's Refuges	
Greenwich Ecology Park	
Old Time Nursery	

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!



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:

