

WHO WE ARE

Charlton Toy Library is a registered charity offering an inter-linked support service for the under-fives community in the Royal Borough of Greenwich. We operate a toy, book and safety equipment loan scheme and a play service in our main base along with a much-needed outreach service to support disadvantaged families & children in desperate need.

Charlton Toy Library is a registered charity, governed by a constitution adopted 10th February 1982. It is run by members of a voluntary Management Committee, staff (a Toy Library Co-ordinator and an Outreach Worker) and volunteers, all helping to run play & borrowing sessions and giving help, support and advice to families.

All the money received from membership, loan fees and fundraising 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 along with impartial advice and support.

“It's a lovely, friendly place where I always come with pleasure.”

“With all of the children they certainly enjoy their time there and we enjoy the singing sessions together.”

“I'm really grateful for the fantastic resources I have borrowed and bought from the toy library over the years. The staff have been fabulous. It's by far the best toy library in Greenwich and I do recommend it to other childminders.”



Firstly, I would like to welcome Laura who joined the team in September and has done an amazing job running the Tuesday, Thursday and Friday morning sessions, recruiting and organising volunteers and arranging and managing fund raising events and management committees. Laura has quickly proved to be a great member of the team and I'd like to thank her for all her support and hard work.

I would also like to give a special mention to Sharon our amazing outreach worker. Through our Outreach Programme, Sharon has continued to provide a much needed service in the local community supporting 108 vulnerable families from local women refuges and HomeStart groups as well as other families referred to her by Health Visitors. The work Sharon does is currently funded by Children In Need and it is important that this funding continues so that these families that really need her help can continue to be supported.

In the past year the work through the team at Charlton Toy Library has helped 432 children from 292 families in the local community by providing toys, children's books, parenting books and safety equipment as well as advice, support and information on a wide range of child development and parenting skills.

Charlton Toy Library does not receive any public funding and, apart from the roles of Laura and Sharon, relies on the dedication and fundraising endeavours of a small team of volunteers to continue to maintain the service at Charlton House where the library is based. In the past year our fundraising events have included an Easter Party, a pamper evening, fitness sessions with Alex, a Tarini Yoga session, children's haircuts courtesy of Debbie, pottery painting sessions and clothes swaps events. Due to generous donations of toys, games and baby items we have also been able to hold a number of table top sales both within our morning sessions and at other local events. All these events raise essential funds which are needed to keep Charlton Toy Library open.

CHAIR'S REPORT BY STELLA BENAVIDES

We are very fortunate to have had so many supporters in the local community who have either provided sponsorship or donated their time and services to help us run these events.

I would like to thank The Old Cottage Cafe, Conran Estates, Tiptoes and Tappers, Diddi Dance, Theatre Bugs and Punk Me Up Ceramics Café and Baby Sensory for supporting our Easter Party, to all the therapists who gave up their Friday evenings for the Pamper Evening and to so many others for donating wonderful raffle prizes for these events.

I would particularly like to thank Sainsbury's Charlton Riverside who chose Charlton Toy Library to be their charity of the year and who have held their own events to raise funds for the toy library as well as sponsoring our events during the year.

Finally I would like to thank all our volunteers and the committee: Janine who keeps a tireless eye on our finances, Dona who provides enormous support to Laura and also organises so many of our sales, Sarah, Patricia, Emily and Ann. I am honoured to be a part of such a great team of people who put so much effort into keep this fantastic charity running.

Stella

Membership Statistics

Total families using CTL main services & outreach service combined:
292 families

Total number of children helped: 432 children

Outreach families supported (free of charge): 108 families

Families paying concessionary rate: 22 families

Families from BME backgrounds: 78 families

New families: 129 families

Lone parents: 69 families

Childminders: 11

Grandparents: 11



During the past year I have continued to support disadvantaged families with children under 5 years in the Royal Borough of Greenwich. I am still visiting three women's refuges and five Home-Start groups and I am increasingly getting referrals from other organisations, including Support Workers from Children Centres, the Pre-Birth Assessment team's midwives and social workers and Best Beginnings midwives.

My visits are completely non-judgemental and aim to build up trust and understand a child's & parent's needs and to help mums interact with their children through a range of toys, games, puzzles and books. I demonstrate activities they can do with their children and explain how this interaction can help them deal with any emotional or behavioural issues in the child. If I feel that the family would benefit from additional help, I refer them to Home-Start Greenwich, who can place a volunteer within the family home for extra support.

I visit five Home-Start run family groups on a regular basis: Alderwood, Vista Field, Brookhill, Robert Owen and The Slade Children's Centre. I help families by supplying a wide range of toys and books and running activities within the group. I loan these families the home safety equipment they cannot afford that is essential to keep their children safe in the home. I also give mums safety advice and general information. I work closely with health visitors and family engagement support workers from these centres, who are increasingly referring families to our Outreach service for support.

I continue to work with the three women's refuges, where I try to restore an element of normality in the lives of the traumatised children. I provide them with replacements for the toys, books and games they have had to leave behind. This is especially important for children of school age, who sometimes have to wait before a nursery or school place becomes available in the area they have fled to; whilst these children are out of education, I loan them educational books, games and puzzles. I also run workshop sessions to help mums and children interact better with each other through activities such as music, painting, crafts and general play.

My outreach work also continues with support workers in Alderwood and Wybourne schools and Rachel McMillan nursery; even though these children are in school, these low-income families with under-fives still benefit enormously from our toy library services.

There are now more and more health visitors and midwives who are aware of the wide-ranging outreach services that we run to support those families in Greenwich who find themselves disadvantaged, whether due to financial, social, ethnic and/or medical reasons. Many of these families have no recourse to public funding and we are increasingly providing them not only with toys and safety equipment, but also clothes and bedding. We are incredibly grateful for the generosity of the local community, without whose donations we would not be able to support so many vulnerable families.

Sharon

A few Outreach Service statistics

- 133 children from 108 families were supported
- 203 home visits were made as well as 27 visits to women's refuges and 85 visits to HomeStart family groups
- 65 families borrowed child safety equipment keeping 101 children safer in their own homes

I have thoroughly enjoyed my first two terms at the Toy Library, continuing the good work of our previous Co-ordinator Charlotte. It has been a pleasure to meet and get to know our lovely members, our amazing team of dedicated volunteers, our Outreach Worker Sharon and all the fantastic partner organisations and local businesses we have worked with. I consider it a privilege to work for such a wonderful charity that provides a much-needed service to the local community and some of the most vulnerable families in the borough.

We have been pleased this year to have been Sainsbury's Charlton Riverside's Charity of the Year. Staff organised a fundraising quiz in October and at Christmas a trolley collection provided presents and hampers for our Outreach families. We will soon be receiving the proceeds from the 5p sales of the store's carrier bags. A big thank you to Sainsbury's for all their support.

It's been another great year for selling, with our Christmas and Valentine's sales being particularly successful. All of the many donations of good quality toys, books and children's equipment we receive are not only valuable for re-stocking but are also invaluable for helping us raise vital funds. Many thanks to Dona who manages our selling and has been particularly busy making good use of the various local social media selling sites!

We have also worked hard to generate funds from a variety of sources this year. In November we held a very successful Pamper Evening. Therapists gave their time and Sainsbury's kindly donated refreshments. We also held an exciting new clothes swap event which will become a regular event in our calendar. Our Easter Party took place in March and was very well attended. Local children's activity providers kindly gave taster sessions and we were thankful to Conran's Estates for sponsoring this event. A big thank you to all the other people and organisations who have helped us fundraise including Debbie Newman for her children's haircuts and Pottery on the Parade for some fantastic pottery painting sessions. Tarini Yoga held a fundraising session for us and local group 'Crafty Mummies' kindly donated the proceeds of their raffle.

Alex Riley has continued to hold her popular fundraising fitness sessions in the Toy Library on Mondays and Wednesdays. We have continued to hire the Toy Library out for children's birthday parties and NCT get-togethers. We are very grateful to everyone who has assisted with our fundraising efforts.

Our Stay and Play and toy borrowing sessions have been busy this year with popular craft sessions with Kezia and earlier in the year with Shameema. Sarah and Stella have continued the busy singing sessions on Tuesdays and Fridays. We have had many visitors including the Kings College Community Oral Health Team, our Neighbourhood Police team, Greenwich Ecology Park and Royal Greenwich's Road Safety Team.

The toy library relies on the help and hard work of a committed team of volunteers, to help run the sessions, clean and tidy toys, deliver singing and craft sessions, organise clothes and toys for our Outreach programme and assist with running events. We often have vacancies for new volunteers to join our team so if you would like to help out please just ask at the desk. Volunteering can be a great way to regain confidence and experience after a career break, make new friends, as well as developing new skills. Volunteers can also benefit from training. We are grateful to Charlton Athletic Community Trust for delivering Safeguarding training for us this year and we hope to arrange first aid training next term. Previous volunteers have gone on to careers in schools and charities and we are happy to provide references for our long term volunteers.

A big thank you to all the volunteers who have helped run our sessions and assisted at our events this year including Dona, Sarah, Janine, Stella, Madeley, Kezia, Shameema, Asmat, Nancy, Ann, Sepherina, Federica, Charlene, Holly, Jozefa, Simran, Patricia, Emily and Ann. Finally thank you to all the members, volunteers, Sharon and our management committee who have made me feel so welcome and who make the Toy Library the wonderful place it is!

Laura

First and foremost, we would like to extend our thanks to BBC Children in Need who have funded the Outreach Worker post for the third year running... and we have literally just heard, in July 2016, that our application for another three-year's worth of funding has been approved!. Thank you Pudsey...

We would also like to extend our sincere thanks to the new Sainsbury's Charlton Riverside store for having chosen Charlton Toy Library as their very first Charity of the Year. They have donated £250 from a staff quiz, allowed us to promote our services among their customers and donated much-needed toys and food for desperate families on our outreach service last Christmas. We have also just learnt that they will be donating the £1,577 collected from the sale of 5p carrier bags in the 2016-2017 financial year.

Our thanks also go to Greenwich Council for their continued help-in-kind through the peppercorn rent of our premises.

The major part of CTL expenditure is spent on our two part-time employees, our greatest asset. Laura, the CTL Co-ordinator, and Sharon, the Outreach Worker, are both incredibly good at what they do. Their dedication, energy and enthusiasm have ensured the continuing high standard of the toy library's services. Our profile and reach in the community is increasing even further thanks to their hard work.

As always, our two employees were assisted by a long-standing dedicated team of volunteers and the management committee. It is truly amazing what we manage to achieve as a team on such a tight budget.

Once again, we have managed to keep running costs to a bare minimum and for the fifth year-running, we have had no dedicated funding to purchase new toys or safety equipment. However, thanks to the generosity of the local community, we have received a huge amount of good quality donations that have enabled us to maintain our stocks and even expand our outreach toy stocks.

During the year 2015-2016, the toy library broke even with a profit of £101.54. This is thanks to all the amazing internal fundraising such as sales during sessions (£1,895), birthday parties (£360), children's haircuts and fitness classes for mothers while their children play (£1,030). Volunteers have also been very active with cake and toy sales. Our annual large events have been very successful too. The Pamper Evening raised £599 and the Easter Party raised £504. Thank you to everyone who helped organise them and to those who attended.

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)

Janine

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:

- 1) to provide funds which can be designated to specific projects to enable these projects to be undertaken at short notice and
- 2) 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 £2,000).

INCOME-EXPENDITURE ACCOUNT 2015-2016

INCOME	Restricted	Unrestricted		Previous year
BBC Children in Need	9,430.50		BBC Children in Need	8,753.10
Fundraising		1,764.20		2,883.09
Membership fees		2,123.00		1,804.00
Toy loan fees		1,288.80		1,412.15
Safety equipment loan fees		79.00		113.00
Session sales		1895.00		736.35
Special events/parties		1,642.00		1,163.00
Donations		808.24		1279.96
Bank interest		1.85		2.14
HMRC refund		262.79		
Gift Aid		703.83		101.78
TOTAL	9,430.50	10,568.71	19,999.21	18,248.57

EXPENDITURE	Restricted	Unrestricted	Total	Previous year
Advertising/promotional		149.31	149.31	39.79
Child Safety Equipment		0	0.00	30.00
Equipment		0	0.00	88.95
Fundraising expenses		115.67	115.67	334.13
General running costs		2840.02	2840.02	2261.40
Insurance		917.4	917.40	990.35
Management costs		64.00	64.00	56.62
Staffing costs	9277.85	6243.17	15521.02	16005.55
Rent (To Greenwich Council)		0	0	0
Toys books videos		0	0.00	21.59
Travel		290.25	290.25	341.09
Volunteer expenses		0	0.00	
TOTAL	9277.85	10,619.82	19,897.67	20,169.47

PROFIT/LOSS	152.65	-51.11	101.54	-1920.90
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BALANCE SHEET AS AT 31 MARCH 2016

CURRENT ASSETS	Restricted	Unrestricted	Totals
Current Account	398.45	6,224.64	6,623.09
Business Reserve		4,645.83	4,645.83
Cash in hand		100.00	100.00
5 unrepresented items	-44.36	-248.91	-293.27
	354.09	10,721.56	11,075.65
REPRESENTED BY:			
Balance b/fwd 2014-2015	201.44	10,772.67	10,974.11
Profit/loss for 2015-2016	152.65	-51.11	101.54
	354.09	10,721.56	11,075.65

□

ACHIEVEMENTS 2015-2016

We have:

- recruited a new Toy Library Co-ordinator
- continued to run all 117 play & borrowing sessions at our main base
- continued our popular music and craft sessions
- continued our Child Safety Equipment Loan Scheme
- continued the Outreach programme in Charlton, Thamesmead, Woolwich, Eltham, Plumstead and Abbey Wood areas
- supported 108 families on our Outreach Programme
- provided Outreach families with Christmas presents and hampers through the Sainsbury's trolley collection
- been the Sainsbury's Charlton Charity of the Year
- opened one day a week in the Summer Holidays
- celebrated events in the cultural calendar, eg Chinese New Year, Diwali, Mother's Day, Christmas
- held information days with Royal Greenwich Road Safety Team, King's College NHS Community Dental Team, local Neighbourhood Police team, Greenwich Ecology Park.
- undertaken a membership survey
- catalogued new toys, books & safety equipment for the Outreach programme
- created and maintained strong links with relevant organisations across the borough including several Homestart groups and three Women's refuges
- promoted awareness and membership of our service among target groups, including black and minority ethnic and low income families, and families suffering domestic abuse
- attended outreach / networking days with the Outreach project.
- held regular management committee meetings and the AGM
- published a regular newsletter & maintained our Facebook page and website
- launched and maintained our Twitter account
- publicised the Toy Library to local groups and around the borough
- organised many successful fundraising events / activities: toy and cake sales, a clothes swap, a pamper evening, the annual Easter party, birthday parties, fitness sessions, children's haircutting, pottery painting, yoga and raffles.
- have had the help of 19 volunteers throughout the year.

We plan to:

- continue to offer the full range of services both at our main site in Charlton House and via our Outreach Mobile Project
- continue to serve three Women's Refuges and five Home Start Groups
- continue to open our services at Charlton House for one session per week in school summer holidays (if sufficient 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
- continue to publish a regular e-newsletter
- continue to maintain our Facebook and Twitter pages
- attend Charlton Community Day and other local community events
- design and launch a new website
- hold regular committee meetings and AGM
- continue to encourage good management committee representation
- review regularly all Toy Library policies and procedures
- search for funding for salaries and toys, books & safety equipment
- apply for funding for new some dedicated computer software
- work on further diversifying our income sources
- further promote the hire of the Toy Library for parties
- search for a dedicated fundraising volunteer
- search for further local business sponsorship and support
- continue to organise internal fundraising and social events including a Pamper Evening and an Easter Party
- continue our sales (a considerable income generator) at the Toy Library, at local events and on social media
- continue to organise seasonal and cultural events
- continue to organise information days for parents and carers
- invite early years activity providers to deliver free 'taster' sessions in the Toy Library
- continue to offer multiple volunteering opportunities to people, to advertise these opportunities and recruit enough volunteers to run the play, craft and singing sessions.
- search for further training opportunities for our volunteers eg first aid, cv writing skills

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.”

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 named key worker.

The Management Committee

Stella Benavides, Chair
Janine Khoshnevisan, Treasurer
Dona Dickson, Secretary
Sarah Roseblade, Committee Member
Patricia Santome, Committee Member
Emily Wasp, Committee Member
Ann Bijmens, 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 (until July 2015)
Laura Hill, Toy Library Co-ordinator (from September 2015)

Volunteers & Fundraisers

Janine Khoshnevisan, Dona Dickson, Stella Benavides, Sarah Roseblade, Federica Bianchi, Madeley Crenshaw-Dykes, Kezia Okafor, Alex Riley, Debbie Newman, Shameema Begum, Asmat Waheed, Nancy DeBroka, Ann Frances Barlow, Seferina Cipkova, Charlene Doughty, Holly Millar, Jozefa Klos, Simranjeet Kaur, Patricia Santome-Courtney, Emily Wasp and Ann Bijmens, Harpreet Kaur Gill.

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

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 a success.

Next, our funders; BBC Children in Need and our sponsors this year Sainsbury's Charlton Riverside.

Thank you to all our other supporters:

The Royal Borough of Greenwich	Ottie and the Bea
Greenwich Heritage Trust	Creation Station
Charlton House	Bo and Bel
Conran Estates	Crafty Mummies
Old Cottage Coffee Shop	The Westcombe Society
Theatrebugs	Caroline Allen
Boppin Bunnies	Coco's Mobile Beauty
Diddi Dance	B Brown Beauty
Tiptoes and Tappers	Go West Hairdressers
Punk Me Up Ceramics Café	Linda Pound
Pottery on the Parade	Alex Riley Personal Trainer
Home-Start Greenwich	Debbie Newman Hairdresser
The Women's Refuges	Joanna Neil
Greenwich Ecology Park	Invicta Primary School
Kings College Community Dental Team	Sherington Children's Centre
Othala Ancient Wisdom & Ancient Land	Greenwich Mums
National Citizenship Service	Volunteer Centre Greenwich
Page and Small Opticians	Katrin and Andrew Bain
Chandler Wright Hairdressers	East Greenwich Fire Brigade
Shelley Bott, Energy Healer	Baby and Children's Market
Charlton Athletic Community Trust	The Zen Home
Charlton Residents Association	Baby Sensory
Charlton Neighbourhood Police Team	Charlton Buzz
Royal Greenwich Road Safety Team	Children's Traffic Club
Greenwich Action for Voluntary Services	Cllr Miranda Williams

Thanks also to our Independent Examiner, Ms Caroline Sharp (ACA, DChA)

Finally, our thanks (and apologies!) to anyone else who has helped us this year and who we may have momentarily forgotten to mention!

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