

Charlton Toy Library

AGM report

1st April 2017
to 31st March 2018



Registered Charity Number: 285099
Charlton House, Horn Fair Road, Charlton SE7 8RE
Telephone: 020 8319 0055 • Website: www.charltontoylibrary.co.uk
Email: charltontoylibrary@gmail.com

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.

“The Toy Library is an amazing resource.. thank you”

“The Toy Library gives us the opportunity to meet people and make friends in a safe environment”.

“It's a lovely friendly place where I always go with pleasure - really helpful and a great range of toys”.

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.

We aim to improve the current quality of life and future life chances of local children by providing a much-needed child-centred family support service to families in our main premises at Charlton House and through our outreach service to three Women's Refuges and four HomeStart groups as well as other hard-to-reach families referred by Health Visitors. We also offer a low-cost toy/book/games and child safety equipment loan scheme.

Many of the outreach children we work with live in families experiencing poverty and disadvantage, some have suffered domestic violence and many feel isolated. This has a huge negative impact on the children's well-being and development. Our intervention at an early formative stage in their development aims to break the cycle of deprivation by improving their literacy, numeracy, creative & social skills, thus improving their school careers and their future life chances and contributing to stronger, more cohesive communities.

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.

CHAIR'S REPORT BY STELLA BENAVIDES

In the past year we have continued to provide our services to 393 children from 278 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 relies on the fundraising endeavours of a small team of volunteers in order to continue to maintain the services which are based at Charlton House. This year has been no exception and the team have worked tirelessly holding toy, cake and baby clothes sales, putting on pamper evenings and of course organising our Annual Easter party. As well as these events it is so great getting involved with and getting support from the local community. In March we had a great time at Charlton Athletic taking part in their Red, White and Black Day parade. We have also had support over the year from Conran Estates, The Old Cottage Cafe, Tesco, Asda, Sainsbury, Page & Small Opticians, Royal Greenwich Heritage Trust, Didi Dance, Baby Sensory and Toddler Sense to name a few.

Through our Outreach Programme, our outreach worker Sharon has continued to provide a much needed service in the local community supporting disadvantaged families in local woman's refuges and HomeStart groups as well as HomeStart families within their own family homes. I cannot emphasise enough how grateful we are to Sharon for the amazing work she does, supported by our wonderful volunteer Madeley.

It is with much regret that we have had to say goodbye to Laura as Toy Library Co-ordinator. Laura joined us in September 2015 and has been a real asset to the Toy Library through her dedication and enthusiasm in running the sessions, co-ordinating events and management committees and organising volunteers. Laura has also done an amazing job securing grants for the Toy Library which have been a much needed source of

funding to us. We will be so sad to see her go but we wish her lots of luck in her exciting new role.

As I come to the end of my final year as chair - I am stepping down after a number of happy years supporting the charity - it has been a pleasure to have been able to work with such a wonderful team all putting so much effort into keep this fantastic charity, which makes such a difference to the lives of families in the community, up and running.

Thanks to Laura, Sharon, our treasurer Janine as well as our other fabulous committee members, our team of volunteers and all our members for making Charlton Toy Library such a great place!

Stella



Membership Statistics

Families using our main services & outreach service combined: 278 families
Total number of children helped: **393 children**

Outreach families supported (free of charge): 80 families
Outreach children helped: 140 children

Families supported free of charge: 109 families
Families paying concessionary rate: 16 families

Families from BME backgrounds: 110 families
New families: 94 families
Lone parents families: 96 families
Grandparent members: 10
Childminders: 10

Families in the SE7 area: 96 families
Families in the SE18 area: 84 families



This last year has been extremely busy. I have continued to support disadvantaged families with children under 5 within the Royal Borough of Greenwich, still visiting three women's refuges, three HomeStart family groups as well HomeStart families within their own family homes.

We get many referrals from a wide range of organisations such as Health visitors, Support Workers from Children's Centres, Social Workers, the Pre-birth Assessment Team as well as the Best Beginning's Midwives Team. I also received referrals from The Children's Disability Keyworkers Team in Greenwich.

My visits are completely non-judgemental. I aim to build trust and understanding with the families, helping both the children and their parents interact more effectively, communicate and learn through play using a wide range toys, books, games and puzzles. I demonstrate activities that they can do together and explain how interaction can help with many of the emotional or behavioural issues the children may have. If I feel the family would benefit from additional help and support, I refer them to other local organisations.

I visited three HomeStart family groups on a regular basis: Alderwood, Vista Field, and Brookhill. I helped families with a wide range of toys and safety equipment (and extras such as prams, moses baskets, cots and even clothes) which these families sadly cannot afford. I ran activity sessions within these groups. This is essential to keep children safe within their own family homes. I also gave parents advice and general information. I worked closely with Health Visitors and Family Engagement Support Workers from these centres as they are increasingly referring families to our outreach service for support.

I continued to work with three women's refuges, working on restoring an element of normality in the lives of traumatised children. As these children had to leave behind all their possessions when fleeing dangerous home

environments, I provided them with replacement toys, books, games and puzzles as well as clothes. This is especially important for children of school age, who sometimes have to wait for a Nursery or school place to become available in the area and are out of education for a while. I loaned educational books, games and puzzles. I also ran workshop sessions to help mums and children interact better with each other through activities such as music, arts and craft and play.

There are many Health visitors and Midwives in the borough who are aware of our outreach service for those families in Greenwich with newborn babies who find themselves disadvantaged, whether due to financial, social, ethnic or medical reasons. Many of these families have no re-course to public funding. We are incredibly grateful to the local community for their donations of all the toys, clothes, prams, cots and baby essentials. These donations increase the quality of life, wellbeing and safety of many vulnerable young children. Without your kindness we would not be able to support so many vulnerable families. Thank you!

Sharon

A few Outreach Service statistics:

- 140 children from 80 families were supported
- 175 home visits were made as well as 16 visits to women's refuges and 40 visits to HomeStart family groups
- 94 children were helped with their behaviour and communication
- 81 children were supported in playing, learning and speaking
- child safety equipment kept 100 children safer in their own homes
- 261 items of child safety equipment borrowed
- 866 toys, books and games were borrowed
- 38 children were given Christmas presents
- 27 families were given Christmas hampers
- 9 children were provided with beds or cots
- 12 children were provided with buggies and prams
- 46 children were provided with essential clothing

2017/18 has been another great year at the Toy Library. I've enjoyed working with our lovely members, our wonderful team of dedicated volunteers, our amazing Outreach Worker Sharon and all the fantastic partner organisations and local businesses that support us.

Up to the end of 2017 we continued to be Page and Small Optician's Charity of the Year. Staff organised a Christmas raffle in aid of the Toy Library. A big thank you to Page and Small for all their help and their continued support. We have had success in gaining funds from a variety of sources this year. We held a very successful Pamper Evening in November. Therapists gave their time and Sainsbury's kindly funded refreshments. Our Easter Party was great fun with sessions by Diddi Dance and Toddler Sensory and refreshments by the Old Cottage Coffee shop. Thank you to Conrans Estate Agents for sponsoring this event. We were successful in receiving over £8,000 from the Evening Standard Dispossessed Fund in the Summer, this will fund some play equipment and the Co-ordinator's post up to August 2018. We also received £250 from Warburtons for new safety equipment and came second in the Tesco's Bags of Help Greenwich vote in January and February. We will receive £2000 to purchase new toys and equipment and promote the Toy Library more widely in the community.

A big thank you to all the other people and organisations who have given their time to help us fundraise including Debbie Newman for her children's haircuts and Lauren Smith of London HiIT Squad for her fitness sessions. We have continued to hire the Toy Library out for children's birthday parties and postnatal get-togethers. Thank you to party hostess Madeley.

It's been another great year for selling through events such as the Christmas sale and the Charlton House Nearly New sale as well as via Facebook selling groups. All of the many donations of good quality toys, books and children's equipment we receive are invaluable for restocking and helping us raise vital funds.

Our Stay and Play and toy borrowing sessions have been busy this year with popular craft sessions with Ann. Sara continues to run our singing in Spanish on Thursdays and Susan sings and plays guitar on Fridays. Both are very popular! We have had many visitors including the Kings College Community Oral Health Team, Greenwich Slings, Greenwich Ecology Park, Royal Greenwich's Road Safety Team and The Dog's Trust. Many thanks to all the organisations that have supported our Stay and Play sessions this year.

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.

This year we have had 20 volunteers helping in the Toy Library. We often have vacancies for new volunteers to join our team so if you would like to help out please get in touch. Volunteering is a great way to regain confidence and experience after a career break, make new friends and develop or share skills. Volunteers benefit from training, we are grateful to Barry from Charlton Athletic Community Trust for delivering Safeguarding training for us again this year. Previous volunteers have gone on to careers in schools and charities and we are happy to provide references for our long term volunteers. Many thanks to the Volunteer Centre Greenwich and to Greenwich Action for Voluntary Services for their ongoing support.

A big thank you to all the volunteers who have helped run our sessions and assisted at our events this year including Dona, Janine, Stella, Madeley, Jo, Elaine, Ann, Patricia, Emily, Vicki, Susan, Sara, Harrie, Sreelaksmi, Shameema, Nancy, Sharon M, Charlie, Julie and Mel.

Finally, it is with a degree of sadness that I will be moving on from the Toy Library to take up a Volunteer Co-ordinator role with a larger charity in London. I will miss all our members, volunteers and Sharon our Outreach Worker very much and would like to thank everyone who has supported me as Co-ordinator over the last three years. I wish the Toy Library all the very best for the future.

Laura



First and foremost, we would like to extend our thanks to all our funders and supporters this year. BBC Children in Need have funded the Outreach Worker post for the fifth year running and our toy library Co-ordinator was funded partly by the Zurich Community Trust and the Comic Relief – Evening Standard dispossessed Fund. The Comic Relief funding also has £2,000 for the purchase of toys and games of which we have only spent £423. We will spend the rest in the next financial year after doing a complete stocktake to assess what to spend it on.

We would like to thank the Emmanuel Church for a donation of £750 to help us update our computer hardware, prior to completing an overhaul of all our computer systems in the new year. Our thanks go to Royal Greenwich Heritage Trust for their continued help-in-kind through the peppercorn rent of our premises and to the Atlas Business Group who provide our internet services for free. Thank you also to the Old Cottage Coffee Cottage Shop who had £140 left over from their Christmas Day Dinner for the Elderly event and donated it to the toy library.

During the year, it would appear that we made a profit of £3,072. Most of this left over restricted funding for salaries for the first quarter of the next financial year. Once again, we have managed to keep running costs to a bare minimum. The major part of CTL expenditure was, as always, spent on our two part-time employees, our greatest asset. It is with enormous sadness that we are losing our Co-ordinator in June 2018. Laura has been a great support and was instrumental in our gaining several pockets of funding this year. She will be truly missed. Our two employees were assisted by a long-standing dedicated team of volunteers and the management committee who all make it possible to achieve so much on such a tight budget.

Our dedicated team of staff, trustees and volunteers have done some amazing fundraising again this year: the pamper evening raised £503, the Easter party raised £396, our Christmas events raised £221, fitness classes raised £200, haircuts by Debbie raised £150 and buying items during sessions raised £757. Thank you to everyone who helped organise and run events and also to those who attended, making them so successful and fun.

A huge thank you also goes to the local community for their donations of books and play equipment, without which we would struggle to keep up our stocks. 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 – JUNE 2017

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 £2,500).

INCOME-EXPENDITURE ACCOUNT 2017-2018

CHARLTON TOY LIBRARY Income & Expenditure Account 2017-2018

INCOME	Restricted	Unrestricted		Previous year
BBC Children in Need	10,256.70		BBC Children in Need	13,584.30
Evening Standard Dispossessed Fund	8,660.00		Council Ward Budget	1,462.00
Fundraising		1,717.40	Zurich Comm Trust	3,348.00
Membership fees		1,800.00		3,085.23
Toy loan fees		1,172.95		2,075.00
Safety equipment loan fees		42.50		1,305.66
Session sales		757.25		72.00
Special events/parties		485.00		1,536.95
Donations	950.00	1,327.45		565.00
Bank interest		0.91		3120.28
Gift Aid		437.59		166
TOTAL	19,866.70	7,741.05	27,607.75	30,620.96

EXPENDITURE	Restricted	Unrestricted	Total	Previous year
Advertising/promotional		10.74		228.27
Child Safety Equipment	1269.21	9.48		528.84
Equipment		202.98		0.00
Fundraising expenses		347.08		357.5
General running costs	750.14	3102.71		3485.48
Insurance		1099.81		905.10
Management costs		81.40		64.00
Staffing costs	14556.68	2064.16		16889.16
Rent (To Greenwich Council)		0		0
Toys books videos etc	422.91	36.92		503.35
Training		360.00		
Travel	185.14	0.00		248.18
Volunteer expenses		15.00		22.80
Workshops & crafts		21.6		109.55
TOTAL	17184.08	7,351.88	24,535.96	23,341.88

PROFIT/LOSS	2682.62	389.17	3,071.79	
--------------------	----------------	---------------	-----------------	--

BALANCE SHEET AS AT 31 MARCH 2018

CURRENT ASSETS	Restricted	Unrestricted	Totals
Current Account	7,802.80	9,806.20	17,609.00
Business Reserve		4,648.40	4,648.40
Cash in hand		100.00	100.00
8 unrepresented items	-513.43	-417.45	-930.88
	7,289.37	14,137.15	21,426.52

REPRESENTED BY:

Balance b/fwd 2016-2017	4,960.84	13,393.89	18,354.73
Profit/loss for 2017-2018	2,682.62	389.17	3071.79
	7,643.46	13,783.06	21,426.52



We have:

- * continued to run over 115 play & borrowing sessions at our main base
- * supported a total of 393 children in 278 families (140 of these children from 80 families were on our Outreach programme)
- * opened for five sessions in the Summer Holidays
- * continued to run our craft session on Tuesdays and Thursdays
- * continued to run a singing and music session on Fridays
- * started a Spanish singing session on Thursdays
- * continued our Child Safety Equipment Loan Scheme
- * continued the Outreach programme in Charlton, Thamesmead, Woolwich, Eltham, Plumstead and Abbey Wood areas
- * supported families on our Outreach Programme
- * held Christmas toy collections in ASDA and Sainsbury's Charlton
- * provided 38 children in our Outreach families with Christmas presents
- * provided 49 Outreach families with Christmas food hampers through donations from our members and the local community
- * provided 46 children in our Outreach families with clothes
- * continued to be Page and Small Optician's Charity of the Year in 2017
- * received funding from BBC Children in Need to continue our Outreach programme
- * received funding from the Evening Standard Dispossessed fund for our Co-ordinators salary and new toys
- * purchased new toys and child safety equipment thanks to the Evening Standard grant
- * received funding from Emmanuel Church, Greenwich for new IT equipment
- * received £250 from Warburton's for Child Safety Equipment
- * took part in Tesco's Bags of Help vote across Greenwich stores in January and February and came second, receiving £2000.
- * Received £540 sponsorship for our Easter party from Conran Estates
- * celebrated events in the cultural calendar, eg Chinese New Year, Diwali, Mother's Day, Christmas

ACHIEVEMENTS (continued) 2017-2018

- * held information days with Royal Greenwich Road Safety Team (pedestrian skills and car seat checks), King's College NHS Community Dental Team, Greenwich Slings, Greenwich Ecology Park and The Dogs Trust.
- * created and maintained strong links with relevant organisations across the borough including several Home Start 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, Twitter page and website as well as adding listings to relevant apps and websites including Hoop, Club Hub, Happity, Mummy's Gin Fund, Greenwich Mums.
- * continued development of a new Toy Library website.
- * publicised the Toy Library to local groups and around the borough
- * organised many successful fundraising events / activities: a pamper evening, the annual Easter party, Christmas Fayre, birthday parties, children's haircutting and raffles.
- * organised second hand toy sales via Social Media selling sites, selling in the Toy Library and attending nearly new sales.
- * attended Charlton Community Day in Charlton Park, Horn Fayre and London Book Swap in Charlton House
- * taken part in Charlton Athletic Community Trust's Red, White and Black Day match
- * hosted fitness classes to bring in a rental income
- * worked with and supported 20 volunteers throughout the year.
- * held a Safeguarding training session for our volunteers delivered by Charlton Athletic Community Trust





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 four Home Start Groups
- * continue to open our services at Charlton House for one session per week in school summer holidays (if sufficient staff and 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 and our presence on relevant apps and website listings
- * update our computer systems and hardware
- * attend Charlton Community Day and other local community events
- * finish designing 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 some new dedicated computer software and replace two computers and upgrade IT in the Toy Library
- * review our procedures to ensure the Toy Library complies with new data protection (GDPR) legislation coming in in May 2018
- * 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 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
- * 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
- * host visits and an activity with the National Citizenship Service
- * host a Corporate Responsibility Team building day with Santander Bank
- * Undertake a 2018 Members and Volunteers Survey

The Management Committee

Stella Benavides, Chair
Janine Khoshnevisan, Treasurer
Dona Dickson, Secretary (until June 2017)
Patricia Santome, Committee Member
Madeley Crenshaw-Dykes, Committee Member
Jo Curtis, Committee Member
Elaine Bhalla, 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
Laura Hill, Toy Library Co-ordinator

Volunteers & Fundraisers

Janine Khoshnevisan, Dona Dickson, Stella Benavides, Patricia Santome-Courtney, Madeley Crenshaw-Dykes, Jo Curtis, Elaine Bhalla, Emily Wasp, Debbie Newman, Shameema Begum, Nancy DeBroka, Ann Frances Barlow, Harrie Smith, Sharon Mason, Sreelakshmi Veka, Susan Wainwright, Sara Berdial Huertas, Vicki Wright, Charlie Warr, Julie Grimmer and Mel Waldron.

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.

Thank you to all our funders and supporters:

BBC Children in Need	Comic Relief - Evening Standard Dispossessed Fund
Page and Small Opticians	London Community Foundation
Royal Greenwich Heritage Trust	The Royal Borough of Greenwich
Emmanuel Church	Warburtons
Tesco	London Groundwork
Councillor Miranda Williams	Councillor Gary Parker
Councillor Alan McCarthy	Lauren Smith, London HiIT Squad
Charlton House	Home-Start Greenwich
The Women's Refuges	Greenwich Midwifery Team
Charlton House	Greenwich Social Workers
Conran Estates	Old Cottage Coffee Shop
Coco's Mobile Beauty	Caroline Allen Massage
Madeley Crenshaw-Dykes, Indian Head Massage	
Sue Mitchell, massage	Shelley Bott, Homeopath and Energy Healer
DD's Tailored Beauty Treatments	Sam Jay, Hair and Nails
Karen Phillips, Tarot	ASDA Charlton
Tesco's Woolwich	Sainsbury's Charlton Riverside
Diddi Dance	Toddler Sensory
Baby Sensory	Ottie and the Bea
Creation Station	Pottery on the Parade
Bo and Bel	Linda Pound
Debbie Newman Hairdresser	Central Charlton Resident's Association
Blackheath Halls	Mummy's Gin Fund
Greenwich Ecology Park	Kings College Community Dental Team
Greenwich Mums Greenwich	Action for Voluntary Services
Volunteer Centre Greenwich	Baby and Children's Market
Charlton Athletic Community Trust	Alex Riley Personal Trainer
The Dog's Trust	Charlton Neighbourhood Police Team
Royal Greenwich Road Safety Team	Children's Traffic Club
Atlas Business Group	

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