



## WHO WE ARE

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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 stay and play service in our main base along with a much-needed outreach service to support disadvantaged families and 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 (who are also the charity trustees), 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 are one of our favourite places to go. It is such a welcoming environment and the kids always have the most fun ever!”

“The Toy Library is such an amazing place. Me and my kids look forward to it every week. The staff are great with my children”.

“We love the safe haven and all the support from everyone here”.

“We are grateful for all the help we receive and love all the amazing toys and books we have access to. We are glad to have found this space and met the amazing staff and volunteers”.

## AIMS AND OBJECTIVES

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### **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 support service to families in our main premises at Charlton House and through our outreach service to Women's Refuges and three 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 children we support through our Outreach Service 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.

## CHAIR'S REPORT BY JO CURTIS

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Over the last year Charlton Toy Library has continued to be a great asset to the local community. We have helped 423 children from 278 families 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.

We have held over 90 stay and play sessions and have seen an increase in families attending these sessions, including more families from our Outreach Programme. A big thank you to our Co-Ordinator, Vicky Thomas, for making the Toy Library such a warm and welcoming space for families. As well as our regular session volunteers: Susan, Ann, Vanessa and Sharon.

Although we are based in Charlton, our Outreach Service works across the whole Royal Greenwich Borough. This service is funded by BBC Children in Need who have renewed their support for another three years. This is a great achievement and testament to the hard work and commitment of our Outreach Worker, Sharon. This year we helped 233 children through our outreach service.

Charlton Toy Library does not receive any public funding and relies on our membership and loan charges, as well as the fundraising endeavours of a small team of volunteers in order to continue to maintain our services. A big thank you to all our members and our wider community for continuing to use the toy library, donate toys, make donations, as well as hold and attend our events. We are also grateful to the Royal Greenwich Heritage Trust, for their continued support with providing our dedicated premises.

Lastly, I'd like to thank my fellow committee members Janine, Patricia and Dani, as well as Madeley who stood down this year. It's a pleasure to work alongside you all.

### Looking ahead

As we look ahead into 2020-21, there is much uncertainty. The Covid-19 pandemic has forced us to close our stay and play and borrowing services. We are unsure when we will be able to reopen. Our Outreach Service is still operating, with additional measures in place, and we are already seeing an increase in demand for support.

We rely on the income from our membership and borrowing services, as well as events, to fund our general running costs and are concerned about the impact closure will have on our finances. We are seeking support so to make up this shortfall and to enable us to provide emergency food vouchers for our Outreach families. We are reviewing how we can best support our members whilst closures are in place and will reopen as soon as it is safe to do so

Thank you.

Jo Curtis

### Membership Statistics 1<sup>st</sup> April 2019 - 31<sup>st</sup> March 2020

Families using our main services & outreach service combined: 278 families  
Total number of children helped: 423 children

Outreach families supported (free of charge): 131 families  
Outreach children helped: 233 children

Families supported free of charge: 131 families  
Families paying concessionary rate: 18 families

Families from BAME backgrounds: 95 families  
New families: 160 families  
Lone parents families: 74 families  
Grandparent members: 23  
Childminders: 9

Families in the SE7 area: 82 families  
Families in the SE18 area: 81 families





During the year I continued to support disadvantaged families with children under 5 and over (siblings) within the Royal Borough of Greenwich.

Referrals continued to increase from organisations such as Home-Start, Family Engagement Support Workers from Children's Centres, Health Visitors, Social Workers, The Pre-birth Assessment Team as well as the Best Beginnings Midwives Team.

My visits were completely non-judgemental. I built trust and understanding with the families, helping both the children's and parent's needs. I helped parents interact, communicate and learn through play with their children using a wide range of toys, books, games and puzzles. I demonstrated activities they could do with their children and explained how interaction could help with many of the emotional or behavioural issues their children may have had. If I felt that the family would benefit from additional help and support, I referred them onto other organisations.

I loaned 199 items of child home safety equipment which sadly families could not afford. This was essential to keep children safe within the family home. I also gave advice and general information to parents on Housing and Benefits. I worked closely with Health Visitors and Family Engagement Support Workers from Children's centres, who are increasingly referring families to our outreach service for support.

Health visitors and Midwives are aware of our outreach service for those families within Greenwich Borough with newborn babies who find themselves disadvantaged, due to financial, social, ethnic or medical reasons. Many of these families are nil re-course to public funding and we are increasingly providing them with toys and safety equipment, baby clothes and essential baby equipment, such as Moses baskets and bedding, prams and cots as well as baby bundles, bottles, nappies, wipes and cream. There were even working mums last year who found themselves in financial difficulties, expecting a baby and not having the funds to buy the essentials that a baby needs. I brought parents piece of mind by supplying everything needed.

I also helped extreme low-income families. These families sadly were nil re-course to public funds or Home-office benefits. I referred a number of families to Children's centres for food bank access. The toy library also supplied food vouchers to families and advised families to visit Greenwich Migrant Hub for-free advice and hot meals for the children and themselves.

At the end of the financial year the country was plunged into a severe lockdown due to the pandemic. The main toy library play sessions were forced to close but we kept the outreach service going as the need for it was even stronger as more and more families found themselves in dire straits. So we began to alter the way I worked. We successfully applied for more funding for food for our families. I continued to support families by delivering toys, books, safety equipment and food vouchers to their doorsteps and I supported them by phone. We gave children extra books, craft supplies and educational workbooks while their schools were closed.

Here are a few numbers about my work... I made 198 home visits, loaned 199 items of safety equipment & 601 toys. We gave essential clothing for 38 children as well as 14 prams and 11 beds/cots. 42 of our outreach children reduced their isolation by attending our play & music sessions... this is the highest number ever.

Every year we give Christmas presents to our outreach children. In December 2019, thanks to donations from the local community, we were able to give 45 children some lovely presents to open on Christmas day. And thanks to the generosity of our local community we were also able to supply 44 children with food vouchers so that their families could buy food over the festive period.

I am so incredibly grateful to the local community because without their donations and support I would not be able to give the support I do to so many vulnerable families.

Thank you

Sharon

## TOY LIBRARY CO-ORDINATOR'S REPORT BY VICKY THOMAS

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2019-2020 has been another successful year for Charlton Toy Library.

I have enormously enjoyed working with our lovely members, our wonderful team of dedicated volunteers and Trustees, our amazing Outreach Worker Sharon and all the fantastic partner organisations and local businesses that support us.

Our Easter Party, which took place in April 2019, was great fun with sessions by Diddi Dance, South East Baby Massage, Toddler Sense and our own singing session volunteer Susan Wainwright. Delicious refreshments were prepared and donated by the Old Cottage Coffee shop. A big thank you to MARTIN ARNOLD Surveyors for sponsoring the event.

In July we organised a hugely successful fundraising concert at the White Swan Pub in Charlton Village, with an afternoon performance by local children led by their music teacher Colin Foord-Divers and an evening gig by Marie Bashiru & the Shangrilads.

We also held a very successful Pamper Evening in November 2019 in the Old Library in Charlton House. Therapists gave their time and Sainsbury's kindly donated money towards refreshments. We are grateful to Caroline Allen, Sue Mitchell, Sam Jay, Leahna Edwards, Pernille Hildorf, Lara Bloomberg, Gemma Osborne, Shelley and Cinthya Quijano for donating their time and offering their services to the Pamper Evening.

Our Christmas Party in December 2019 was also a great success and the children enjoyed all the Christmas activities we organised and loved meeting Father Christmas and receiving a present from him.

A big thank you to all the other people and organisations who have given their time to help us fundraise including Sam Jay for the children's haircuts and Marie Bashiru for the delicious cakes she bakes for our Coffee & Cake mornings.

It's been another great year for selling during the stay-and-play sessions, Plumstead Make Merry in Plumstead Common, Parkfest in Charlton Park, Greenslade Primary Summer Fair in Plumstead, 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 very busy this year. From April 2019 until early March 2020 we ran special activity sessions at 10:30 a.m.:

- Tuesdays – Story Telling with Vanessa
- Thursdays – Arts and Crafts with Ann
- Fridays – Singing with Susan

We are grateful to all our volunteers for their invaluable help every week! 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 12 volunteers helping in the Toy Library. 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.

Towards the end of March 2020 we were unfortunately forced to close our play & borrowing sessions due to the national COVID-19 lockdown, but we were able to extend our members' membership free of charge for the months that we were closed and continued to send them craft ideas that they could do at home with their children.

A huge thank you to all the volunteers who have helped run our sessions and assisted at our events this year including Janine, Jo, Patricia, Daniela, Susan, Sharon M, Vanessa, Tracey-Anne, Deirdre and Sam.

Vicky



We must first and foremost extend our sincere thanks to our funders this year: BBC Children in Need, the Masonic Charitable Trust, the White Swan, Charlton Dental Practice, Page and Small Opticians and the Emmanuel Church. We could not offer our services and support to so many families without this outside funding.

2019-2020 was a very successful year all round for the toy library, including from a financial point of view. We finished the year with an on-paper profit of £1,400. Just over £1,000 of this was restricted funding from BBC Children in Need, to be spent in the next financial year.

Income: Self-generated unrestricted funds this year totalled £12,852. We received an amazing £5,361 in donations and we generated £2,635 from our fundraising events. Paid membership remained level with previous years but toy loans increased by 25% and safety equipment loans more than doubled. Income made from sales doubled too.

Our dedicated team of staff, trustees and volunteers did some great fundraising again this year: the pamper evening raised £437, the Easter party raised £422, our Christmas events raised £164, and buying items during sessions raised £821. The children's Music Concert raised £839. The young people from the National Citizenship Service raised over £115. Thank you to everyone who helped organise and run these events and also to those who attended, making them so successful and so much fun.

Expenditure: The major part of CTL expenditure was, as always, spent on our two part-time employees, our greatest asset. BBC Children in Need funded the Outreach Worker post for the seventh year running and our Toy Library Co-ordinator was funded partly by the Masonic Charitable Trust and partly through our own internal fundraising. Staffing costs increased this year due to extra funding from BBC Children in Need to fund an extra day per week for our Outreach Worker. By being resourceful we managed to shave over £1,270 off our general running costs.

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 continue to provide our internet services for free.

A huge thank you also goes to the local community and organisations 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 (FCA, DChA)

Janine



### CHARLTON TOY LIBRARY INCOME RESERVES POLICY

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 £13,000)
- 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 £2,700).

# INCOME-EXPENDITURE ACCOUNT 2019-2020

## CHARLTON TOY LIBRARY Income & Expenditure Account 2019-2020

				Previous year
INCOME	Restricted	Unrestricted		
BBC Children in Need	14,288.85		BBC Children in Need	8,114.60
Masonic Charitable Trust	2,200.00		Tesco	2,000.00
Fundraising		2,634.85		1,204.94
Membership fees		1,737.57		1,829.60
Toy loan fees		1,025.96		853.50
Safety equipment loan fees		116.13		45.00
Session sales		821.45		389.60
Special events/parties		205.73		100.00
Donations		5,361.40		4,388.59
Bank interest		14.41		4.64
Gift Aid		935.00		472.5
<b>TOTAL</b>	<b>16,488.85</b>	<b>12,852.50</b>	<b>29,341.35</b>	<b>19,402.77</b>
EXPENDITURE	Restricted	Unrestricted	Total	Previous year
Advertising/promotional		219.45	219.45	0.00
Child Safety Equipment	902.89		902.89	843.48
Equipment		18.99	18.99	119.99
Fundraising expenses		208.44	208.44	343.09
General running costs	162.49	3650.46	3812.95	6085.62
Insurance		1206.06	1206.06	1191.46
Management costs		70.00	70.00	70.00
Staffing costs	14102.66	5882.74	19985.40	16700.11
Outreach welfare		730	137.50	138
Toys books videos etc		322.17	322.17	1843.89
Training		120.00	120.00	-72.00
Travel	293.1	22.00	315.10	262.65
Volunteer expenses				0.00
Workshops & crafts	15.96	14.13	30.09	1.89
<b>TOTAL</b>	<b>15477.10</b>	<b>12,464.44</b>	<b>27,941.54</b>	<b>25,517.58</b>
<b>PROFIT/LOSS</b>	<b>1011.75</b>	<b>388.06</b>	<b>1,399.81</b>	<b>-6114.81</b>

### BALANCE SHEET AS AT 31 MARCH 2020

CURRENT ASSETS	Restricted	Unrestricted	Totals
Current Account	1,183.11	6,029.90	7,213.01
Business Reserve		9,667.45	9,667.45
Cash in hand		100.00	100.00
5 unrepresented items	-171.36	-97.58	-268.94
	<b>1,011.75</b>	<b>15,699.77</b>	<b>16,711.52</b>

### REPRESENTED BY:

Balance b/fwd 2018-2019	365.77	14,945.94	15,311.71
Profit/loss for 2019-2020	1,011.75	388.06	1399.81
Reconciliation	-365.77	365.77	
	<b>1,011.75</b>	<b>15,699.77</b>	<b>16,711.52</b>

### BALANCE SHEET AS AT 31 MARCH 2019

CURRENT ASSETS	Restricted	Unrestricted	Totals
Current Account	201.03	10,685.59	10,886.62
Business Reserve		4,653.04	4,653.04
Cash in hand		100.00	100.00
8 unrepresented items	-189.35	-138.60	-327.95
	<b>11.68</b>	<b>15,300.03</b>	<b>15,311.71</b>

### REPRESENTED BY:

Balance b/fwd 2017-2018	7,643.46	13,783.06	21,426.52
Profit/loss for 2018-2019	-7,277.69	1,162.88	-6114.81
	<b>365.77</b>	<b>14,945.94</b>	<b>15,311.71</b>



We have:

- Run over 90 play & borrowing sessions at our main base, including 6 sessions in the summer holidays. We held:
  - Storytelling sessions on Tuesdays
  - Craft session on Thursdays
  - Singing and music session on Fridays
  - Coffee & Cake mornings on the first Friday of each month
- Supported 223 children through our Outreach Service, working across Charlton, Thamesmead, Woolwich, Eltham, Plumstead and Abbey Wood
- Provided 45 children with Christmas presents and 25 families with Christmas food vouchers through our Outreach Programme
- Provided essentials clothes for 38 children.
- Continued our Child Safety Equipment Loan Scheme
- BBC Children in Need renewed their funding for our Outreach Programme for another three years
- Celebrated events in the cultural calendar, e.g. Chinese New Year, Diwali, Mother's Day, Father's Day, Halloween, Ramadan, Christmas, St George's, St Andrew's and St Patrick's Day and many more
- Took part in community fairs, such as Plumstead Make Merry and Charlton Parkfest, Greenslade Primary Summer Fair
- Established and maintained strong links organisations across the borough including Home Start, Midwife Team, Social workers, Family Engagement Support workers, Greenwich Children's Disability Team, Health Visitors, Best Beginnings and many more.

## ACHIEVEMENTS (continued) 2019-2020

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- Promoted awareness and membership of our service among target groups, including black and minority ethnic and low-income families, asylum seekers and families suffering domestic abuse
- Attended outreach / networking days with the Outreach project.
- Held regular management committee meetings
- Publicised the Toy Library to local groups and around the borough. 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 and many more
- Organised many successful fundraising events/activities: a pamper evening, the annual Easter party, Christmas Fayre, birthday parties, children's haircuts, and raffles
- Worked with and supported 12 volunteers throughout the year.
- Attended Safeguarding training sessions by our trustees, staff and volunteers delivered by Charlton Athletic Community Trust and Greenwich Safeguarding Children Board
- Hosted visits by Charlton Dental Practice and Greenwich Peninsula Ecology Park
- Hosted visits and an activity with the National Citizenship Service who raised much-needed funds for us and helped to promote our services in the community
- Hosted a Corporate Responsibility Team building day with Santander Bank who helped clean and stocktake of the entire Toy Library





Our plans for 2020-2021 are subject to change due to the pandemic restrictions, but we still aim to:

- Resume our stay and play services and borrowing services as soon it is safe to do so and restrictions allow
- Review our offering and how we can support our community throughout the pandemic
- Widen the support we offer to our Outreach families
- Reach more families in the Borough that would benefit from our Outreach services
- Offer food and essentials vouchers to our Outreach families affected by Covid-19 pandemic
- Re-establish support for women and children in Women's Refuges
- Create a basic online toy catalogue for our members
- Open on Saturdays to allow working parents/carers easy access to our toy borrowing scheme
- Open our services at Charlton House for two sessions per week in school summer holidays
- Post art & craft ideas and videos online
- Apply for funding for core costs and emergency food vouchers for our Outreach Service
- Extend memberships for free for the periods that we are not able to open due to national lockdowns
- 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 maintain our Facebook and Twitter pages and our presence on relevant apps and website listings
- Finish designing and launch a new website
- Hold regular committee meetings and AGM (online and/or in person)
- Continue to encourage good management committee representation
- Review regularly all Toy Library policies and procedures
- Undertake a 2020 Members Survey

## **The Management Committee**

Jo Curtis, Chair

Janine Khoshnevisan, Treasurer

Patricia Santome, Committee Member

Daniela Kaltenbach, Committee Member

Madeley Crenshaw-Dykes, Committee Member (resigned in Dec 2019)

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

## **Staff**

Sharon Jay, Outreach Worker

Vicky Thomas, Toy Library Co-ordinator

## **Volunteers & Fundraisers**

Sharon Mason, Susan Wainwright, Ann Frances Barlow, Vanessa Browne, Tracey-Anne Ashley, Deirdre Collingum, Janine Khoshnevisan, Jo Curtis, Patricia Santome-Courtney, Daniela Kaltenbach, Sam Jay, Colin Foord-Divers, Marie Bashiru, Ben Khoshnevisan, David Hall, Caroline Allen, Sue Mitchell, Sam Jay, Leahna Edwards, Pernille Hildorf, Lara Bloomberg, Gemma Osborne, Shelley, Cinthya Quijan, Vicki Pisarski, Martin Arnold Surveyors, The Old Cottage Coffee Shop.

**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	Fire Action Ltd
The Masonic Charitable Trust	Charlton Dental Practice
The White Swan	Colin Foord-Divers
Page and Small Opticians	Home-Start Greenwich
Royal Greenwich Heritage Trust	The Royal Borough of Greenwich
Charlton House	NCS
Headstart IT	Atlas Business Group
Councillor Miranda Williams	Charlton Dental Practice
Councillor Gary Parker	Santander Bank
Councillor Alan McCarthy	Old Cottage Coffee Shop
Fire Action Ltd	Caroline Allen, Massage
Greenwich Midwifery Team	Pernille Hildorf, Reiki
Greenwich Social Workers	Lara Bloomberg, Reiki
Sainsbury's Charlton Riverside	Gemma Osborne, Facials
ASDA Charlton	Sam Jay, Hair & Nails
Tesco's Woolwich	Charlton Athletic Community Trust
South East Baby Massage	Sue Mitchell, massage
Diddi Dance	Shelley, Tarot readings
Toddler Sense	Cintha Quijan, cosmetics
Linda Pound	Lyanne Barnes, Hairdresser
Maria Bashiru & The Shangrilads	Greenwich Action for Voluntary Services
Volunteer Centre Greenwich	Martin Arnold Surveyors
St Luke's and St Thomas'	Emmanuel Church
Annie-Grace Thomas Hall & Greenslade Primary	
Greenwich Peninsula Ecology Park	

Thanks also to our Independent Examiner, Ms Caroline Sharp (FCA, 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

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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