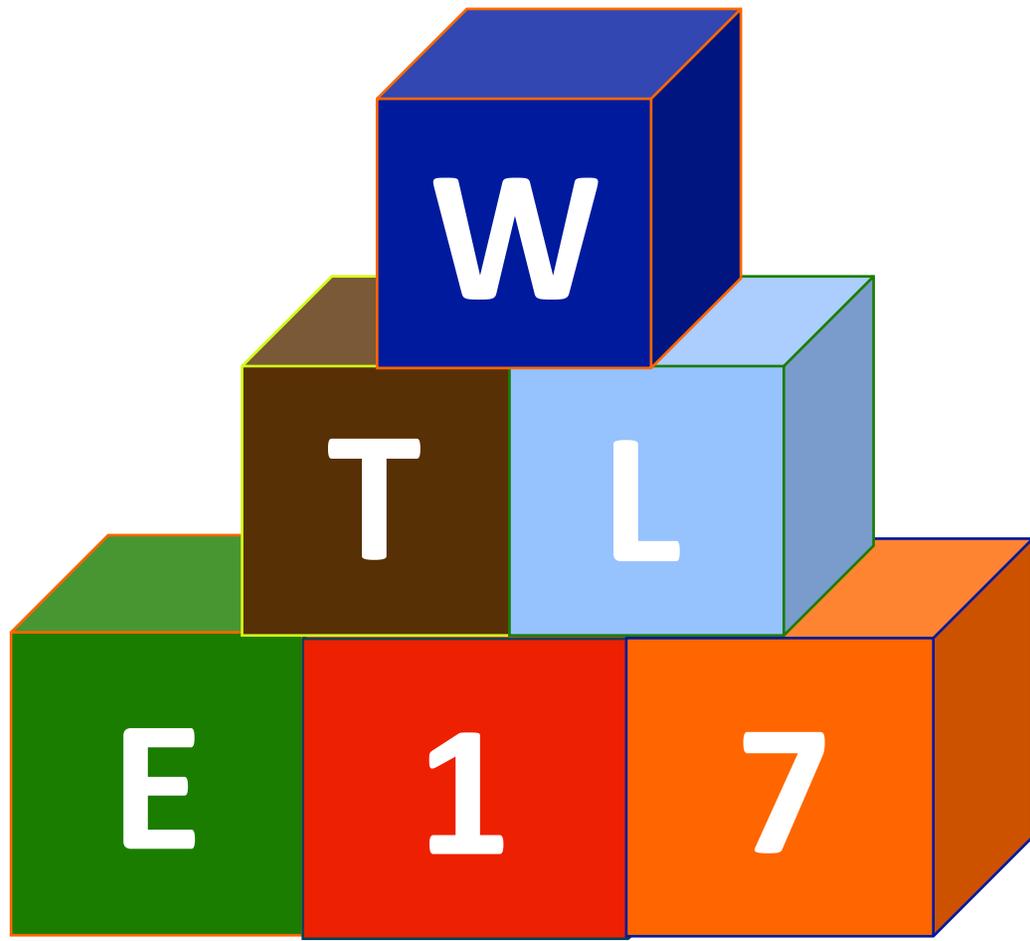




Trustees Annual Report and Accounts 2019-20

Charity Number 1178098



Foreword

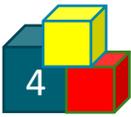


2019-20 has been a year of incredible highs for the Toy Library. In 2020 the Toy Library entered into its 45th year of providing outstanding play provision for the parents and carers of Waltham Forest and in January 2020 received the excellent news that we had been selected by Waltham Forest Council to run a new centre from Langthorne Park Pavilion in Leytonstone. However, as we entered 2020 it also became clear that Covid-19 would have a huge impact on the charity and its ability to deliver normal services.

The opening of Langthorne Park, in agreement with Waltham Forest Council, in January 2021 means we can open our Leytonstone base to new families. This will enable us to meet this year's objectives to scale up our activities, further our reach within the borough and partner with new organisations.

As always our aim will be to ensure that activities are financially sustainable, with income generated through daily play sessions, membership, toy loaning, health and wellbeing programmes, enabling other community groups to hire the venue, providing a space for children's birthday parties, delivering community events using the amphitheatre and park, setting up a community café and running sustainable parenting initiatives.

In June 2019, our Director received a place on the prestigious Community Business Trade Up programme, run by the School for Social Entrepreneurs, in partnership with Power to Change. The programme has helped us become stronger and more sustainable as an organisation, our reach extends far beyond the daily play sessions, toy loaning and support services, with over 1800 children and adults attending our on-site community events. We've increased our income through trading, reflected and mapped out next steps for the charity, improved leadership and business skills and built a fantastic support network with other community businesses and leaders.



The strong financial health of the charity, puts the Toy Library in a good position. However, with uncertainty around when playgroups will be allowed to resume the Trustees will need to explore different business models in order to ensure the charity survives. We are again this year faced with a potential rent charge from our landlord Community Health Partnership and grant fundraising has been difficult because of this.

In March 2020 we welcomed new members to our Board of Trustees. During our recruitment process, we actively searched for ethnically diverse candidates in order to fully represent the community we serve. This was incredibly successful, and we have a great team of Trustees, the majority of whom are current users of our services and are passionate about supporting the Toy Library.

In 2020-21, the Trustees will work closely with the Director to develop a Covid-19 family support plan and explore different ways of income generation to ensure the survival of the charity during these unprecedented times. Priorities include the successful opening of Langthorne Park pavilion as a new hub; implementation of a new Customer Relationship Management system to formally track the impact our services have on beneficiaries, whilst continuing to develop our professional partnerships and place in the local community.

Helen Crockford, Director

Sara Elias, Chair of Trustees



It feels very homely... The kids always have so much fun as there's always something different to do, and a range of toys for different age groups."

Legal and administrative information



Registered Office

Comely Bank Community Clinic
46 Ravenswood Road
Walthamstow
London
E17 9LY

Registered Charity Number: 1178098

Director: Helen Crockford

Play Staff:

Faith Scaramuzza
Catherine Twelftree
Alla Prokhnenko
Victoria Franklin
Maria Ynes De Jesus De Abreu

Birthday Party Hosts:

Gemma Loky
Melissa Bryant



Trustees:

Sara Elias	Chair of Trustees
Read Baurtally	Treasurer
Nadia Bostock	Secretary
Kate Boyle	
Noella Gooden	
Romily O'Connor	
Hannah Randle	
Natalie Sleigh	
Farah Syed	



About us

The aims of Walthamstow Toy Library and Play Centre (WTL&PC), as set out in our constitution, are to enhance the development and education of children primarily under statutory school age by encouraging parents to understand and provide for the needs of their children through community groups and by:



- Offering appropriate play, education and care facilities, family learning and extended hours groups, together with the right of parents to take responsibility for and to become involved in the activities of such groups, ensuring that such groups offer opportunities for all children whatever their race, culture, religion, means or ability
- Encouraging the study of the needs of such children and their families and promoting public interest in recognition of such needs in the local area

Our mission

To provide a safe, stimulating place for young children and their parents/carers to **play**, **learn** and **interact**.



- Seven aims underpin this mission. These are to:
- Support children under 5 to learn and develop and to prepare for nursery education
- Promote bonding and attachment between children and their parents or carers
- Reduce isolation and help parents to develop supportive social networks
- Promote the health and wellbeing of children and families
- Enable access to our services from all sections of our local community particularly those on a low income
- Provide volunteering opportunities to local students and residents
- Represent the aims and interests of our members

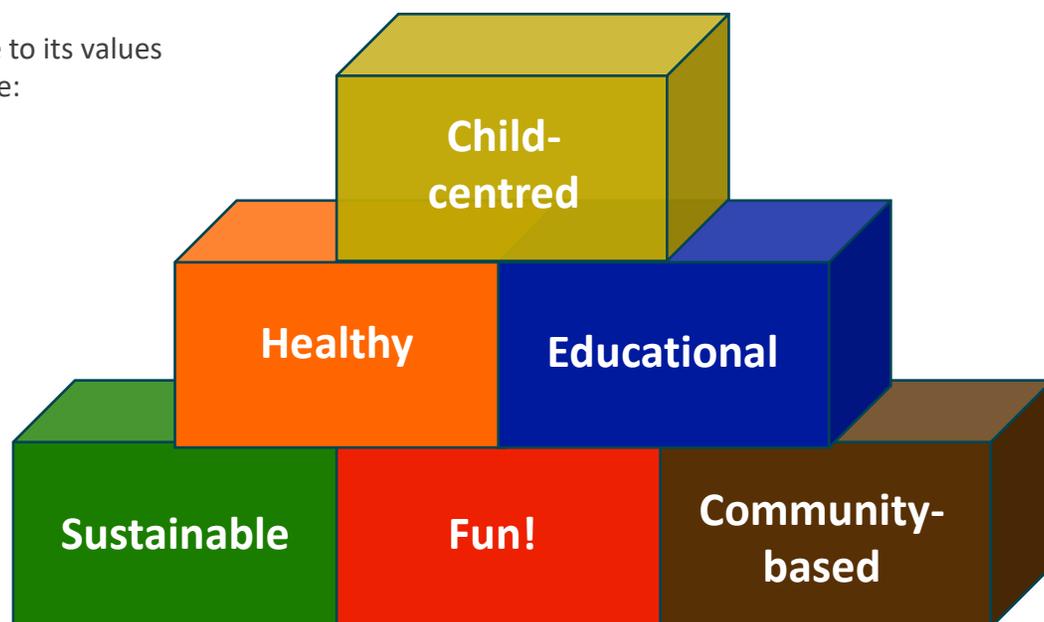
In order to meet these aims, the WTL&PC's work is based around the following objectives:

- Provide a friendly, welcoming and safe environment for children and parents/carers
- Run high-quality, structured play sessions led by experienced play workers, based around the Early Years Foundation Stage Curriculum
- Make available a diverse range of toys for play and learning, providing play ideas for parents and carers to use at home
- Support, promote and deliver a variety of health and well being initiatives
- Maximise access to our services, especially among those on a low income
- Work with local schools, colleges, Waltham Forest Business Education Partnership and Community Waltham Forest to provide volunteering opportunities
- Work in partnership with other organisations, both locally and nationally, to promote our aims
- Involve our members in evaluating, improving and running our services



Core values

The WTL&PC aims to adhere to its values by providing services that are:



Activities - Toy Loaning

In 2018, the UK toy industry generated £3.3 billion, contributing to the thousands of tonnes of plastic waste that ends up in landfill and oceans. Over the last year we have seen how Waltham Forest families are concerned about environmental issues. Our renewed focus and slogan *'Borrow toys which don't cost the Earth'* has led to a **37% increase** in toy loaning.

In addition to the positive environmental impact our service supports, beneficiaries tell us of the social impact too. Visiting the Toy Library is an experience they look forward to. Children love choosing new toys to take home and both adults and children enjoy the social aspect of meeting friends, making new friends and being part of a community. Families tell us of the financial and practical benefits too; borrowing is cheaper than buying and is great for families who don't have space at home to house lots of equipment or large toys.

We continue to promote the educational and developmental benefits, encouraging families to borrow toys they would not normally consider letting their children play with or taking home a toy which supports a particular skill, such as physical or language and communication development.

We have been grateful for the number of high quality donations we have received from the community and others. **850 new or nearly new toys have been saved from landfill.** These are repurposed for play sessions and toy loaning or packaged up for families who are struggling financially to buy these items for their children.

A fantastic range of toys are available, from jigsaw puzzles to dressing-up clothes and outdoor play equipment. Hiring costs as little as £1 for 3 weeks, or a small donation from families on low income. We continue to make this service available to other local charities, businesses and organisations.



Activities – Environmental Initiatives



Ella's Kitchen and TerraCycle Recycling Scheme

We are the only collection point in the borough for this scheme. For every food pouch/packet recycled we receive two pence. This income is invested back into our toy stock.



Street Store Clothes Swap

This initiative has grown. Members donate good quality clothes they no longer need. In turn it provides families who are struggling with new clothing, and is a source of sustainable fashion for families who are concerned about the amount of waste this industry produces. This year we have saved 589 items/70kg of clothing from going into landfill.



Partnerships

A collaboration with Conscious Ldn #ConsciousStow, saw us providing space and resources for their Let's Talk Climate Change events with primary and secondary school students.

Activities - Play Sessions

Research indicates that a child's home learning environment (things that children do or experience with parents) in the Early Years plays an important factor in learning and development outcomes. Access to quality play provision is therefore important. Parents in Waltham Forest are lucky, there's a great choice of activities available. When we ask parents why they come to us and what makes us unique, they say we are welcoming, friendly, professional and always open, the activities are well structured and imaginative, we reflect local need and they can take toys away.

Our services remain universal. We believe in bringing people together and focusing on what we have in common rather than what divides us. Parents both appreciate and need the advice and support we offer in learning through play.

At the end of the financial year we had 1015 active members. We ran 353 play sessions; 260 for the under-5s and 93 for under-18 months. This resulted in a footfall of 8953 children plus their adults, with an average of 27 children at the under- 5s sessions and 21 at the under-18 months sessions. The majority of our members attend play sessions once a week, with some returning more often. We continue to provide free membership and a concessionary entry fee for low income families. 10% of beneficiaries received this in 2019/20.

Unfortunately our database does not allow us to capture full details on the ethnicity of our membership, and where people have described themselves as British, it is not possible to delve further into their ethnicity. This is a problem we are in the process of rectifying with an upgrade of our Customer Relations Management System.



“

It's such a great accessible indoor and outdoor space for families to use and interact with others, no matter your circumstances. My little boy loves it every time he visits. The toy and book loaning is excellent too!”



Our Toy Library is situated at the heart of Waltham Forest, one of the country's most ethnically diverse boroughs. Between the 2001 and 2011 Census, the percentage of residents from an Asian background increased from 15% to 21%; the number of Black/Black British residents increased from 15% to 17%; and the 'white other' group - including arrivals from EU accession countries - more than doubled in the last decade, from 6% to 15%. Whilst many of our members are White British, our experience of the day to day running of the Toy Library demonstrates that we have members from all ethnicities from across the borough and beyond. Analysis of beneficiaries postcodes shows that Wood Street, William Morris and Markhouse wards of Walthamstow are where the majority of our members come from.



Somewhere 2 Belong

In partnership with the Lloyd Park Children's Charity this group runs once a week during term time. It is dedicated to children and parents with specific needs. The majority present with social and communication difficulties and are awaiting assessments for autism. Group numbers are kept small and a six week support programme is developed and delivered for each family. A Speech and Language therapist, a Children's Centre outreach worker and a Toy Library play worker are all on hand to provide the one to one support needed.

Twins and Multiples Group



This session runs on the first Saturday of the month. We ran 11 sessions with an average of 15 children (includes 'singleton' siblings) and their adults. This is an important group and is the only one in the borough. Families with twins face many challenges.

We know that for some of our families twin pregnancies are a result of IVF and perhaps come at the end of a long and difficult journey both physically and emotionally. A twin pregnancy is more likely to have been complicated and most mothers will not have had an easy birth, perhaps with babies being taken to special care for periods of time to ensure their survival. Research from the Twins Trust shows that twin mums are more likely to suffer from post natal depression and are more likely to divorce than parents of singletons, such is the pressure.



Raising twins adds significant financial pressures on families faced with paying double for everything while only getting one period of maternity leave/pay. Twin families come in all sorts of shapes and sizes, we see families with single Mums (who have chosen to parent alone) or two Mums (who are parenting together).

This group is a lifeline to many, offering help, advice and support in a safe space.

Additional Projects



We are often approached by other organisations for advice or support. This year we have supported two PhD students from the University of East London's Developmental Psychology Group, BabyDevLab and local resident Ros Kane to set up a charity delivering Play Therapy to local children.

Activities – Health and Wellbeing

We are passionate about the health and wellbeing of our beneficiaries. We know that during the formative years, the foundation is laid for a child's physical and mental health. We also believe that happy parents means happy children. With this in mind we provide a variety of support services.

Breastfeeding Support

Whilst data for the borough is high to show that baby's first feed is breastmilk, there is insufficient data to show levels of continued feeding. Our experience shows us that many women struggle and there is not enough support to enable them to continue. Our weekly, two hour feeding support session, facilitated by an experienced lactation consultant has helped 150 families with a variety of needs, such as tongue tie, latching, mastitis and bottle feeding. Our Director and lactation consultant have both undertaken the UNICEF Baby Friendly Initiative training.



“ Without these sessions and Petra's help, I don't think we'd be breastfeeding anymore. Petra was kind, supportive, great with my daughter and gave me the confidence I needed to carry on, 9 months down the line we are still feeding”

With an average of 3 families per session. We are seeking funding to extend the hours of this service as the demand is so high.

Activities – Health and Wellbeing



Nutrition and Active Play

Childhood obesity in Waltham Forest is high. One in five children are classified as obese by the time they start reception. We believe that our work can be preventative in this respect. As part of our daily routine we have a 'healthy snack time' providing a range of fruit and vegetables for children to choose from, and advice and support to parents. Our outdoor space is open year round, whatever the weather and is set up with a variety of activities and equipment to promote active play. All our indoor sessions provide ideas for children and families to be physically active. We also work with local provider HENRY to support their work on nutrition and oral health.



Physical and Mental Health

In collaboration with qualified counsellor Sian Naftal, we are running maternal mental health support sessions, with a focus on fertility issues, baby loss and birth after loss. Women tell us there are long waiting lists for NHS services or those they have attended have not been appropriate for their needs.

In 2019 we received a Magic Little Grant from LocalGiving to run six family yoga sessions, these were attended by 91 beneficiaries, with an average of 24 children and adults per session.

“ It’s so nice to have a fun, physical activity that we can do together, rather than me sitting on the sidelines watching”

Activities – Community Hub and Events

These activities help us generate funds to fulfil our charitable objectives. In all of the events that we organise or partake in, there is a focus on bringing people together, combating isolation and building community. We ensure that our activities are fun, sustainable and enable family learning. We also use these events and activities to fundraise and promote our services to a wider audience.



Birthday Parties

The Toy Library remains a popular venue for party hire. It can be hired on Saturdays and Sundays for birthday parties, christenings and naming ceremonies, etc. The space is hired for 3 hours and a member of toy library staff is on site to assist with setting/packing up and cleaning the premises. In this financial year there were 98 bookings.



Venue Hire

We continue to make our space available to a number of providers and community groups whose ethos reflects our own:

- Tiny Time Music with Anita (pictured)
- Positive Tools for Life - Meditation
- The Health Works – Antenatal Hypnobirthing
- National Childbirth Trust - Antenatal Class
- Dr. Zeinab Mulla - Antenatal Yoga
- Lisa Carmody - Yoga
- Marta Neto - Sleep Clinic
- Attach and Grow with Baby – Baby Massage
- Petite Productions - Musical Theatre



Activities - Community Events



In total we have run or attended 19 events including:

- Walthamstow Garden Party in partnership with Barbican and Waltham Forest Council
- Our annual May Fair (400 families)
- Pamper Evening (40 adults)
- Walthamstow Village Festival in partnership with Waltham Forest Community Hub
- Apple Day in partnership with the Hornbeam Community Café (500 families)
- 8 x Storytelling sessions with Once Upon a Children's Theatre (400 children and adults)
- 2 x Halloween Parties (70 children and their adults)
- Christmas Grotto (300 children over two days and their adults)
- 3 x Christmas Parties (105 children and their adults)

Volunteering



We continue to offer a volunteering programme. This year we have worked closely with Waltham Forest College, providing work experience for Level 1 and 2 Childcare, Health and Social Care and Public Services students. We have also supported Leyton Sixth Form College and Waltham Forest Business Education Partnership, providing work experience placements for local schools. This year we have worked with 40 volunteers, including local residents.

The roles available include supporting staff with the planning and delivery of play sessions, maintaining the space and equipment, gardening, event management, communications, admin and finance.



Our volunteers have all joined the programme for a variety of reasons:

- To boost confidence and self esteem
- To improve physical or mental health
- To connect with others
- To gain a sense of purpose or give something back to the community and the Toy Library in particular
- To help develop career prospects

We ensure a positive learning experience, providing Health and Safety, Safeguarding and Early Years Education training. Where funding permits volunteers receive accredited food safety and paediatric first aid training.

Volunteering: A Case Study



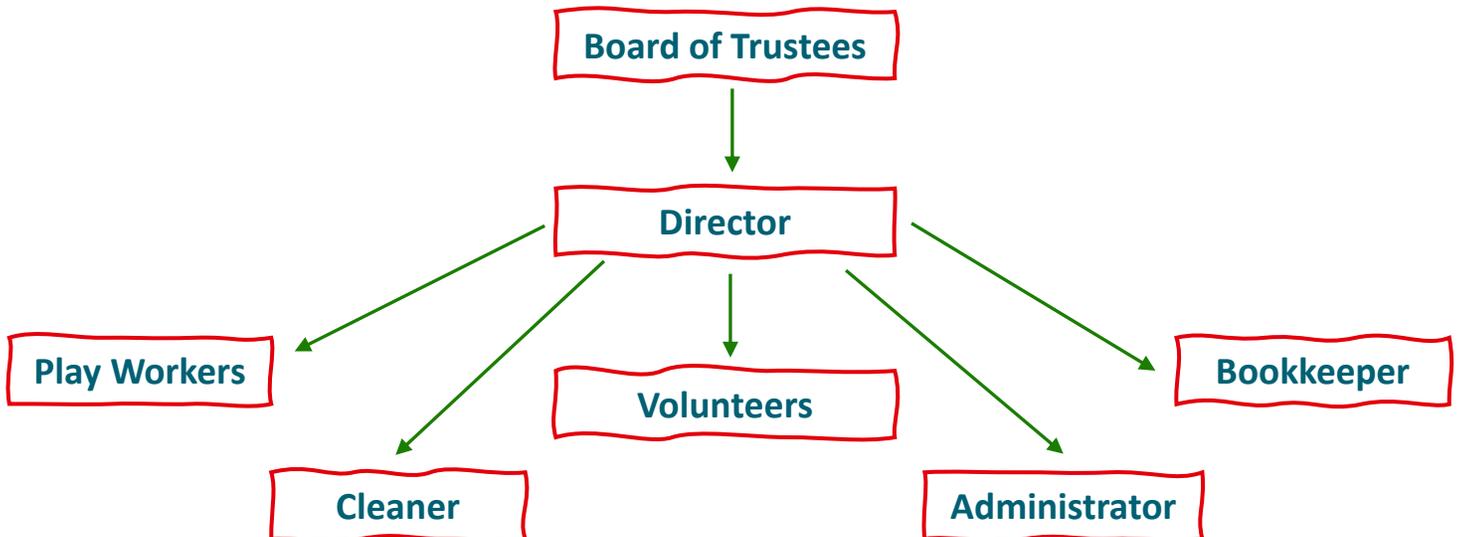
R was a 16 year old asylum seeker from Syria, studying Level 2 Childcare at Waltham Forest College. Due to her status, she didn't have documents for the college to apply for a DBS. We agreed to take her using a List 99 check, which enabled R to complete the required placement hours to gain the Level 2 qualification. However, R didn't just do the required hours, she would stay behind to help staff organise the toys and equipment and gave up her weekends to support Toy Library events. Throughout her time studying and attending the placement with us, her level of English and confidence developed enormously. She demonstrated great leadership skills, taking other volunteers under her wing and showing them the ropes. The team were delighted when she was awarded the Jack Petchey Award for outstanding educational achievement. In January, R and her family were going to be deported. Working with the college we were able to support her successful application to the Home Office for Leave to Remain. R will start the Level 3 Childcare course in September 2020.

“

Love the effort the staff go to, mixing up the toys, outdoor space, tea corner, clothes swap, Ella recycling...”

Organisational structure

The Toy Library has 9 Trustees, including the Chair, Secretary and Treasurer. A part time Director runs the Toy Library on a day-to-day basis and line manages six part time staff, including three play workers, an administrator, a bookkeeper and a cleaner. The Full Time Equivalent of all staff is 2.5 people. The Director also manages a team of volunteers, without whom the centre could not operate.



Partners and donors

The Toy Library would like to thank all of its donors and partners over the past year, and many for their continued support to the Toy Library.



Lloyd Park
Children's Charity



MAGIC
LITTLE GRANTS

TESCO



Tamba
TWINS & MULTIPLE BIRTHS ASSOCIATION

ASDA foundation
Transforming Communities, Improving Lives



“

We love the range of toys on offer.
And Story Time always gets kids involved!”

Independent examiner's report

I report to the trustees on my examination of the accounts of Walthamstow Toy Library and Play Centre ("the Charity") for the year ended 31st March 2020.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Name: Waqas Hussain ACCA

Address: 10 Knebworth Avenue, Walthamstow, London, E17 5AJ

Date: 03/09/2020

Signed:



Income and Expenditure

Walthamstow Toy Library and Play Centre CIO

Statement of Financial Activity

Account Year End 31st March 2020

	Notes	Unrestricted funds £	Restricted income funds £	Total funds 2020 £	Total funds 2019 £
Incoming resources	2				
Donations and legacies		4,801	8,032	12,833	7,597
Charitable activities		71,234	1,600	72,834	69,679
		<u>76,035</u>	<u>9,632</u>	<u>85,667</u>	<u>77,276</u>
Resources expended	3				
Raising funds		375	152	527	44
Charitable activities		63,601	9,480	73,081	77,165
Other		3,318	-	3,318	3,309
Total		<u>67,294</u>	<u>9,632</u>	<u>76,926</u>	<u>80,518</u>
Net movement in funds for the year		8,741	-	8,741	- 3,242
Total funds at 1st April 2019		49,590	-	49,590	52,832
Total funds at 31st March 2020		<u>58,331</u>	<u>-</u>	<u>58,331</u>	<u>49,590</u>

The notes form part of the accounts

Balance sheet

Walthamstow Toy Library and Play Centre CIO

Statement of Financial Position

Account Year End 31st March 2020

	Notes	Unrestricted funds £	Restricted income funds £	Total funds 2020 £	Total funds 2019 £
Fixed assets					
Tangible assets	6	3,194	-	3,194	4,259
		<u>3,194</u>	<u>-</u>	<u>3,194</u>	<u>4,259</u>
Current assets					
Debtors	7	1,187	-	1,187	81
Cash at bank and in hand	9	56,582	-	56,582	46,791
		<u>57,768</u>	<u>-</u>	<u>57,768</u>	<u>46,872</u>
Creditors: amounts falling due within one year	8	2,631	-	2,631	1,541
		<u>2,631</u>	<u>-</u>	<u>2,631</u>	<u>1,541</u>
Net current assets/(liabilities)		55,137	-	55,137	45,331
Total assets less current liabilities		58,331	-	58,331	49,590
Accumulated fund					
Restricted income funds	10		-	-	-
Unrestricted funds		49,590		49,590	52,832
Result for the period		8,741	-	8,741	3,242
		<u>58,331</u>	<u>-</u>	<u>58,331</u>	<u>49,590</u>

The notes form part of the accounts

Notes to the financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (Charities SORP FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011. The financial statements have been prepared under the historical cost convention. The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest £.

The charity has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':- the requirements of Section 7 Statement of Cash Flows.

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. The reserves will be reviewed when the renewal of the lease has been resolved and the Trustees are able to plan more securely for the longer term.

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life. Fixtures and fittings - 20% on a straight line basis.

The charity is exempt from corporation tax on its charitable activities.

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees. Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Reserves policy

The Board of Trustees have agreed to keeping an appropriate reserves range for our organisation of between £18,000 and £36,000, to safeguard against future changes in income. This represents a minimum of 3 months (£18,000) and a maximum of 6 months operating costs (£36,000) based on running one of our sites, in Walthamstow. The reason for not encompassing the operating costs for two sites is that the Walthamstow site is well set up to scale down operations in more difficult times so cover for one site will be sufficient.

Notwithstanding this adaptability, the upper limit of the range can be flexed by 50% (up to £54,000) during unprecedented times such as through a pandemic or other pervasive act of God.

Although the present level is £58,000, this will be for a very short amount of time and prudent given the following: WTL&PC currently leases its Walthamstow premises from the Community Health Partnership at a peppercorn rent. We are currently in negotiations with our landlords with regards to the long-term lease extension. The current cost of rent and service charges set for our building is c£9,000 a month. We have also committed to investing £5,000 of reserves into the Leytonstone site for equipment, including a Customer Relationship Management System.

 /WalthamstowToyLibrary

 @E17ToyLibrary

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Walthamstow Toy Library and Play Centre
Comely Bank Community Clinic
46 Ravenswood Road
Walthamstow, London
E17 9LY
www.walthamstowtoylibrary.org