



2016

Annual General

Meeting





Contents

2016.....	1
Annual General Meeting.....	1
Chair’s Report.....	4
Volunteers	4
Old and New Friends	5
Lewisham Shopmobility	5
Constitutional Changes	5
Lean Running.....	5
Thanks	5
Toy Librarian’s Report.....	6
A broad overview	6
Members	6
Support Given	6
Toys Loaned	6
Lost Toys	6
Schools	6
Volunteers	6
Treasurer’s Report.....	7
Membership Fees	7
Fundraising	7
Donations	7
Party Hire.....	7
Toy Sales	7
Other Income	7
Costs.....	7
Restricted Funds.....	7
Reserves.....	7
Accounts – 2015/2016	8
 Appendix 1 – Proposed Constitution	

Chair's Report



Last financial year was a huge period of change, and I think we are all the better for it!

We moved into Lewisham Shopping Centre at the start of 2016, and our membership base has grown to about 500 members – an increase of over 60%. The number of toys being loaned has more than doubled during that time, which means that we have been very busy ensuring that we have enough toys to stock shelves! Although we don't have numbers on it, I'm guessing that we also received a record number of donations – Thank you to all of you who helped out with that!

Some of the Highlights of the 2015 / 2016 financial year (and also since then) have been:

- Very large increase in membership
- Huge increases in revenue from membership and toy sales
- Salesforce helping us create a more usable database (due for commencement in the new year)
- Increase in volunteers – most shifts now have 2 volunteers assisting in the shop
- Clean up of the upstairs area and installation of additional shelving (thanks Salesforce!)
- Finalisation of a long-running legal dispute with Council
- Registration as a Gift-Aid charity
- Acceptance of card payments in the Library
- Review of Policies and Procedures

This financial year is the first in the history of the Toy Library where we have received no local council funding. Bearing that in mind, we have closed the financial year in a much better position than we anticipated in September 2015 and have further rebounded since the end of our financial year to be in our strongest financial position for over two years. Most pleasingly, we have a much improved business model and our operations continue to grow leaner.

All of which means that I am pleased to say the Trustees think that running the service in the current location will remain viable for the foreseeable future. The Management Committee are continuing ongoing discussion about several things to further strengthen our future, including:

- Funding possibilities
- Additional opening hours
- Turning our upstairs space into a Community Hub
- Marketing and Advertising
- Expansion of the service to other areas (this one is perhaps more 'dream' than goal!)

Volunteers

We are very proud of our volunteers, with 8 regular volunteers (up from 2 at this time last year!). Thank you to all of you for your time, efforts, energy and commitment to making the Toy Library a success.

We think that the Toy Library is a great place to volunteer time and to learn new skills, and there is still much to be done. We have helped our volunteers achieve success in other areas of their lives also! We had two volunteers successfully complete their Duke of Edinburgh Awards by using their volunteering at the Toy Library, and one made it all the way to the final of a secondary school public speaking contest with the Toy Library as her subject – congratulations!

This year more than ever the Trustees have also been regular volunteers, so do take time to join me in thanking them for their efforts! I assure you that without their lion-hearted effort and commitment to the Toy Library, the services we offer would be on their last stretch (or worse!), but instead we are as strong as we have ever been!



Old and New Friends

We welcomed Mr Ian Willey at the last meeting as the new Toy Library Manager and he has done a fantastic job of getting the new premises looking great and working well for all of us! His efforts, skill and expertise at making something very good with very little resources (sometimes it seemed like nothing at all!) were a pleasure to watch – Thanks again Ian! (Thanks also to all of Ian's friends who were roped in to assist!).

Ian moved on in June this year, and since then we have had the privilege of working with Stefany Anne Brown, who has brought her considerable librarian skills to bear on the role, along with a passion for children that is lovely to see. We also close the year with the sad news that Stefany is moving on in the New Year. Thanks for your service Stefany!

We need a Toy Library Manager! If you are interested, head to our website: www.lewishamtoylibrary.org.uk.

Lewisham Shopmobility

At the last AGM we agreed to try to merge with Lewisham Shopmobility, however the Charities Commission did not accept our proposal. Nonetheless, LTL is free to run separate operations designed to generate an income to fund the Toy Library, and we have agreed to run a shopmobility service so long as it can be run at a profit. Lewisham Shopmobility generously donated all its assets (scooters, wheelchairs, IT and £1000 or so in cash) to start the service with a positive balance.

The shopmobility scooter service is currently being used regularly by a fairly small number of enthusiastic ex-Lewisham Shopmobility users, with income supplemented by longer term wheelchair hire to new customers and the sale of RADAR keys. Despite having been hampered by long periods of having no phone (making pick-ups impossible) income from shopmobility services will exceed direct costs related to those services by a comfortable margin and therefore make a positive contribution to the maintaining the viability of LTL.

The scooters and wheelchairs are still an under-used resource. We hope that we will find low cost means of increasing the use of the service over the next year and thereby increase the revenue in support of LTL.

Constitutional Changes

As part of our ongoing review of processes and procedures, we have identified several changes that we need to make to our constitution. The changes are designed to match current operations and to update the constitution to recent operational, legal and charity developments; including removing a reference to the now defunct National Toy Libraries Association and an obligation to appoint an auditor, which is no longer required by the Charities commission and will help us cut unnecessary costs.

Lean Running

Our anticipated cost savings have been realised, with only a few variations which we are addressing. We also made some short-term investments in quality of membership service including in IT that were not anticipated, but required as part of the move.

Last financial year was the first one when we have received virtually no funding from other sources. We are still seeking a Trustee with relevant fundraising experience.

Thanks

Thanks for your ongoing support as members of the Toy Library. Your support is invaluable to us as we seek to become London's best Toy Library.

Dwayne Baraka

Chair of Trustees.



Toy Librarian's Report

A broad overview

We have added a due date notice to the notice board, which has been a relatively simple addition but one that people seem to appreciate. We now promote ourselves as breastfeeding friendly and have a designated area for that within the shop.

Members

Membership of the Toy Library was up from 212 at the start of the year to 299 at the end - an increase of approximately 41%. At the time of writing, membership was over 400, a new record!

As predicted in the 2015 AGM, the move to Lewisham Shopping Centre has opened a number of possibilities: passing traffic has resulted in new members. In the new members who were surveyed, around a third said they have joined after seeing the library which means our exposure to our target audience has been very successful. Happily we have also had a large number of people joining after hearing recommendations from friends, health visitors and doctors. This reflects positively on the Toy Library as it shows we are reaching high levels of satisfaction, trust and commitment.

There were 18 Shopmobility members at the end of the financial year.

Support Given

Because of some database failures, we do not know how many families, carers and groups we supported, but we suspect it was at least as many as in the previous year - at least 360 (along with at least 720 children). We look forward to providing accurate data next year.

Toys Loaned

We lent 3,745 toys in the period, which is a decrease on previous years, although that number is reduced by an unknown amount due to a database failure. Between Friday 1st April and Wednesday 23rd November 2016 (the current financial year), we have loaned 3,610 items, compared to 2,432 in the same time period for 2015. This is an increase of about 48% and approximately aligns with increased membership numbers.

Lost Toys

There were a number of items recognised as lost after the move to the Shopping Centre and during the issues with the database. We have addressed this by conducting a stock check of certain items. Currently there are 45 large items missing and 5 SN items missing. Due to the database failure, it is not clear if these items were lost or recorded in error.

The amount and quality of donated toys that we can take over into our stock far outweighs the number of lost toys recognised.

Schools

We have not targeted schools during the last financial year. Stay and play dates for local schools/nurseries would be an excellent way of promoting our brand and really getting involved in the community.

Volunteers

In addition to the large number of hours spent by our trustees in keeping the library running, the number of Volunteers have significantly increased after the move to Lewisham Shopping Centre, with up to 5 regular volunteers in addition to Trustees at the end of the year.



Treasurer's Report

We started the financial year with funds of £18,124.37 and ended with £10,851.83. This represents a decrease in LTL bank balance of £7,272.54. The Trustees were made aware late in the Financial year of a budgeting error (mostly the over-estimation of LBoL funding) that significantly affected the projections.

Membership Fees

This year was the first year that business model changes and the opening of premises in the Lewisham Shopping Centre have started to take effect, with an increase in membership fees from £1,980.50 to £4,311.50. The increase reflects a significant increase in full-fee members.

Fundraising

Fundraising was £64.63, and Grants received was £1,300.25, being the last of LBoL funding.

Donations

Donations decreased from £409.93 in the previous year to £388.50.

Party Hire

Party hire has decreased from £852.31 to £467.50. The move to Lewisham Shopping Centre seems to mean that this revenue source is likely to continue to be much less than in previous years.

Toy Sales

Toy Sales (a new category of revenue this year, due to the opening of the shop and new focus on selling toys) amounted to £1,265.27. The toy sales more than compensated for other lost sources of income (party hire and fundraising).

Other Income

Asset transfers from Lewisham Shopmobility were not completed in the previous financial year, but we anticipate completing them in the current financial year.

Costs

Costs are up from £12,742 to £15,170.82.

Although cost savings continued to be made in various parts, including reduction in salary costs, extraordinary costs (several of which were related to the move and shop fitout) meant an unavoidable increase. The two biggest extraordinary costs were legal fees (in relation to Council's actions attempting to illegally recover commercial rent on the Old Coach House premises) and Business Rates that have been refunded in the current financial year. As a result we project costs will be lower this financial year.

Restricted Funds

The only remaining restricted funds are a legacy of previous grants.

Reserves

LTL finished the year with £10,851.83 in the bank of which £877.18 is restricted and £9,974.75 is for general purposes.

[See the Accounts and Independent Examiner's Report for more details]



Accounts – 2015/2016

Lewisham Toy Library

Receipts and Payments Account for the year ended 31st March 2016

	Restricted Funds	Unrestricted Funds	Total Funds Y/E 31/3/16	Total Funds Y/E 31/3/15
<u>Receipts</u>				
LB Lewisham	£ 1,300.25		£ 1,300.25	£ 5,201.00
Total Grants	£ 1,300.25		£ 1,300.25	£ 5,201.00
Membership		£ 4,311.50	£ 4,311.50	£ 1,980.50
Donations		£ 388.50	£ 388.50	£ 409.93
Party Hire & other Income		£ 467.50	£ 467.50	£ 852.31
Sales		£ 1,265.27	£ 1,265.27	
Citizen Partnership	£ 100.00		£ 100.00	£ 100.00
Fundraising	£ 64.63		£ 64.63	£ 680.63
Total Income	£ 1,464.88	£ 6,432.77	£ 7,897.65	£ 9,224.37
<u>Payments</u>				
Salary Costs	£ 1,300.25	£ 7,600.03	£ 8,900.28	£ 8,830.00
Toys and Storage	£ 222.08	£ 146.58	£ 368.66	£ 856.00
Total direct charitable expenditure	£ 1,522.33	£ 7,746.61	£ 9,268.94	£ 9,686.00
Boiler/maintenance	£ 216.00		£ 216.00	£ 216.00
Office Expenses		£ 328.67	£ 328.67	£ 524.00
Audit				
Volunteer Expense		£ 428.28	£ 428.28	£ 571.00
Insurance		£ 530.00	£ 530.00	£ 531.00
Repairs and Maintenance		£ 878.99	£ 878.99	£ 120.00
Telecom Expense		£ 758.20	£ 758.20	£ 100.00
Cleaning		£ 51.41	£ 51.41	£ 108.00
Sundry Expense		£ 97.72	£ 97.72	£ 169.00
Marketing		£ 416.88	£ 416.88	£ 617.00
Computer related purchases				£ 30.00
Travel Expense		£ 14.40	£ 14.40	
Business Rate		£ 887.40	£ 887.40	
Legal Fees		£ 1,080.00	£ 1,080.00	
Bank Fees(incl. Paypal)		£ 113.93	£ 113.93	
Training: staff and volunteers		£ 100.00	£ 100.00	£ 70.00
Total Management and Administration		£ 5,685.88	£ 5,685.88	£ 2,840.00
Total Payments	£ 1,738.33	£ 13,432.49	£ 15,170.82	£ 12,742.00
(Deficit)/Surplus in Year	-£ 273.45	-£ 6,999.72	-£ 7,273.17	-£ 3,517.63
Add Cash at 1st April	£ 1,150.63	£ 16,974.47	£ 18,125.00	£ 21,642.00
Cash at 31st March	£ 877.18	£ 9,974.75	£ 10,851.83	£ 18,124.37



Lewisham Toy Library

Statement of Assets and Liabilities as at 31st March 2016

	Restricted Funds	Unrestricted Funds	Total Funds
			2016
Cash balances on Receipts and Payments			
Account Carried forward	£ 877.18	£ 9,974.75	£ 10,851.93
Barclays Current Account	£ 544.48	£ 9,613.63	£ 10,158.11
Barclays Deposit Account (Boiler)	£ 332.70		£ 332.70
PayPal Account		£ 322.17	£ 322.17
	<u>£ 877.18</u>	<u>£ 9,935.80</u>	<u>£ 10,812.98</u>
			-£ 38.95
Liabilities now due for payment			
Insurance			
NIC/PAYE			53.23
 Reconciliation			
Cash at hand as per accounting rec	£ 10,851.93		
Cash at hand per bank statements	£ 10,812.98		
		<u>£ 38.95</u>	
2014/2015 Variance b/fwd	£ 31.00		
2015/2016 Variance	<u>£ 7.95</u>		



Appendix – Proposed Constitution

Lewisham Toy Library - Constitution

Proposed to be changed during AGM 2016.

1. Name and Affiliation

The name of the Toy Library shall be Lewisham Toy Library (hereinafter called the Toy Library).

2. Object

The object of the Toy Library shall be the education of children within the London Borough of Lewisham by the provision of educational and stimulating toys and play equipment.

3. Powers

In furtherance of the objects but not otherwise:

The Toy Library has power to do anything which is calculated to further its objects or is conducive or incidental in doing so. In particular the powers of the Toy Library include, but are not limited to:

- i. assist the development from the earliest age of children in the said Borough through all forms of play activity;
- ii. provide a service to as many children as possible who could benefit from the service, with particular emphasis on children from low income families;
- iii. lend the most appropriate available toys;
- iv. ensure that all toys provided are of an anti-sexist and anti-racist nature, and that some toys reflect the cultural diversity of the Borough;
- v. loan wheelchairs, power chairs and mobility scooters to enable people to access the facilities of Lewisham Town Centre;
- vi. provide volunteer wheelchair escorts; and
- vii. hire wheelchairs on a longer-term scheme.

For the avoidance of doubt, nothing in this Constitution is intended to prevent the Toy Library from operating or providing service to anyone from outside the Borough, provided one or more of the objects is met.

4. Membership and registration of members

- i. Membership of the Toy Library shall be open to individuals and groups, regardless of sex, race, colour or creed, who use and support the Toy Library, on payment of subscription fees, and production of such documents as are currently deemed as proof of eligibility for categories of membership. On demand, all members shall be supplied with a copy of the Constitution.
- ii. All members of the Toy Library may attend and vote at General Meetings: individual members will have one vote; group members may appoint two individuals to represent it and to have voting rights.
- iii. The entry of a name in the Treasurer's subscription receipt book (or other system as determined by the Committee) for the current period shall be conclusive evidence that a person is or is not a member of the Toy Library.
- iv. The General Meeting shall have the power to reject an application for membership

5. Subscription

- i. The subscription fees for membership shall be such amounts as may be determined from time to time by the Toy Library at any Meeting, with review of not more than two per year.
- ii. The subscription fees shall be due on joining the Toy Library, and thereafter in accordance with the relevant category of membership.



6. Officers

The officers of the Toy Library shall consist of the Chair, Vice-Chair, Honorary Secretary and the Honorary Treasurer. If an officer of the Toy Library or any other member of the Committee ceases to hold office, the Committee shall have the power to elect a successor.

7. President

A president may be elected at any General Meeting.

8. Committee – Constitution

The Committee shall consist of:

- i. The four officers of the Toy Library
- ii. Not less than one or more than seven additional members
- iii. A maximum of four members co-opted by the Committee itself

The President may ex officio attend meetings of the Committee.

9. Committee – Election

Members shall be elected at the Annual General Meeting and be eligible for re-election. Written nominations for the officers and other vacancies shall be required at least seven days before the Annual General Meeting. Provided that no such nominations for a particular vacancy are received, nominations made at the Annual General Meeting for the vacancy shall be valid. Any member of the Toy Library shall be entitled to submit nominations. Consent of all members so nominated will be required.

10. Committee – Powers and Functions

The Committee shall be the governing body of the Toy Library and shall control the management and direction of the affairs of the Toy Library and be aware of changing needs. The Committee shall meet not less than once in each quarter of the year and the minutes of the proceedings thereof shall be taken. At least seven days' written notice of each meeting shall be given.

In the case of an emergency, the Chair may authorise the summoning of a meeting at shorter notice than seven days, with the agreement of the Treasurer and giving due reason.

The quorum of the Committee shall be one third. Officers, additional members and co-opted members shall have voting rights on the committee. All matters shall be decided by a majority vote of those in attendance; the Chair shall have a casting vote when necessary.

The Committee is authorised to receive grants, donations and gifts on behalf of the Toy Library.

11. Annual General Meeting.

The Annual General Meeting shall be held for the following purposes:

- i. to receive and pass accounts for the financial year ended 31 March last;
- ii. To receive and pass the Chair's report on the work of the Toy Library for the year ended 31 March last;
- iii. To elect members of the Committee in accordance with rule No. 9 above;
- iv. To transact such other business as may be notified in the circulated Agenda for the meeting.

All members of the Toy Library as defined in Section 4iii shall be entitled to attend and vote.

Notice of the Annual General Meeting and the Agenda thereof shall be sent out at least fourteen days before the date of the meeting. The quorum for the Annual General Meeting shall be 6 members of the Toy Library (or one-fifth of the Toy Library membership, whichever is the lesser number).

12. Extraordinary General Meetings

An Extraordinary General Meeting of the Toy Library may be summoned at any time by the Chair of the Toy Library or by not less than six members (or one-fifth of the Toy Library membership, whichever is the lesser number) of the Toy Library Meeting together, who shall send a written request to the Secretary of the Toy Library to convene



such a meeting. The request shall be laid before the Chair of the Toy Library who shall authorise the holding of the Extraordinary General Meeting within twenty-eight days of the receipt of the request. The business of the meeting shall be set out in the notice of the meeting. At least fourteen days notice shall be given of an Extraordinary General Meeting. Where, however, in the judgement of the Officers of the Toy Library an emergency has arisen demanding immediate action, the notice shall be such as they, in the circumstances, deem to be sufficient. Any action taken at such an Extraordinary Meeting shall be confirmed by the following Annual General Meeting.

13. Voting at meetings

Voting at meetings shall be by show of hands, but the Chair may, at his/her discretion, direct a ballot to be taken and shall so direct if requested to do so by one-third of the members present.

14. Accounts

- i. Proper books shall be kept by the Honorary Treasurer showing:
 - a) All monies received and expended by the Toy Library
 - b) All sales and purchases by the Toy Library
 - c) All assets and liabilities of the Toy Library
- ii. The Honorary Treasurer shall give a financial report at each Committee meeting and shall submit a statement of accounts if the Chair asks for it.

15. Alterations to the Constitution

No alterations may be made to this Constitution without the same having been duly resolved by a majority of not less than 60% of members present at a General Meeting of the Toy Library and in cases where it is desired to amend or add to the object of the Toy Library (Clause 2) without subsequent final consent being obtained from the Charity Commission.

16. Dissolution of the Toy Library

If so instructed by a resolution of three-quarters of the members attending and voting at a General Meeting, the committee shall arrange for the Toy Library to be dissolved and any remaining funds and equipment shall be transferred to another charitable organisation having similar objectives.