



# 2021 Annual General Meeting





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## Chair's Report

### The Toy Library's year

It has been another unusual year for the toy library. Ongoing lockdowns and restrictions in response to the pandemic have continued to impact how we open and engage with current and new members.

In line with government regulations we had to close our doors again on the 5th of November last year and this was extended with the extension of the winter lockdown meaning we remained shut until the 12th of April this year. We have thankfully been able to remain open since then as lockdown restrictions have continued to ease and hopefully this continues to be the case.

The trustees and Magdalena have kept busy despite the library being closed for periods over the last 12 months:

- We had a dishwasher and washing machine fitted last July to make our cleaning process for the toys more efficient and effective.
- We implemented an online booking system that Magdalena now administrates and this has been working well to ensure our members can access the library safely.
- One of our trustees Jen has overseen implementation of a new borrowing system for the library.
- We met in June this year to discuss our business plan (facilitated by trustee Cate) for the forthcoming year/s and aims for the library long term.
- We have invested in a rebrand (led by trustee Sara) for the library including a review and redesign of our website. We asked members for feedback about the proposed designs and were very grateful for the responses and feedback we received as this helped us to decide what to move forward with. We are aiming to roll the rebrand out very soon along with updating the website.
- We have renewed our lease for the Toy Library premises for another 5 years
- We have started scoping and preparations for our 50th Birthday celebrations next year

### Hello's & Goodbyes

We were thrilled to welcome 3 new trustees to our board at our last AGM, Cate, Sara and Gita. In addition to this we are very happy to be welcoming Emma to our board at this AGM who is nominated to take on our treasurer role.

We are sad to say goodbye this year to our trustees Claire, Melanie and Patrick.

Claire stepped down earlier in 2021 having been on the board since 2017, she has shared her expertise and advice in relation to financial and operational management of the library in addition to coordinating a lot of the online toy sales via Ebay which raise funds for the library.

Melanie who is our current treasurer has been on the board since 2018 and has contributed a great deal by sharing her skills, contacts and enthusiasm particularly over the past 18 months as our treasurer by ensuring that we spend and save wisely for the library

Patrick has also been on our board since 2018 and has been shared his skills in a number of different projects since then including guidance around fundraising and accessing grants and coordinating the members survey in 2019.

We thank all of them for their time and dedication to the Toy Library, they will be greatly missed!



The various lockdowns and restrictions over the past year have impacted our volunteer base significantly. When we reopened in April this year we had no volunteers to assist Magdalena and recruiting new volunteers has been a slow process. We were delighted recently to welcome 2 of our previous volunteers back to the library and Magdalena has started to receive more enquiries from people interested in volunteering to support her during opening hours - we are hopeful that this will improve over the coming year.

As always - if you are interested in joining our board or volunteering please get in touch.

We are a friendly bunch and would love to welcome more people on board. It is also really interesting to understand how the organisation works and to be part of shaping its exciting future!

### The Librarian

Magdalena has continued to be the beating heart of the Toy Library. She has continued to work extremely hard in the face of repeated changes to government regulations and other challenges created by the pandemic.

She has had to take on board the new borrowing system and appointments system and continue to welcome and serve our members visiting the library - all with no volunteer support during her working.

We recognise that whilst Magdalena does an outstanding job it is difficult to run the library with just one librarian - for this reason we are exploring whether we are able to recruit another librarian to both work with Magdalena and extend the services and reach of the Toy Library.

We remain as ever grateful to have MAGdalena steering things through what has been a very difficult period for the Toy Library - we are very lucky to have her!

### IT

We have officially moved to our new borrowing system Lend Engine as of early this year and our previous database has now been shutdown.

Magdalena and the trustees spent many hours over the winter lockdown period moving our stock onto the new system and so far this has been working well.

### Premises

We remain in our current unit and have recently completed renewal of our lease until December 2024. Space remains an issue and the need for social distancing has highlighted this even more as we cannot comfortably fit more than 2 families into the library at one time and ensure social distancing.

We have started discussions again with Lewisham Shopping Centre to explore options and other units for the library and have recently identified another unit within the centre that would meet our needs. We are currently in the process of arranging quotations and for work required to determine if this will be suitable for us.

### Future Projects.

In the year ahead we will be focussing on:

- Implementing the rebrand for the Toy Library including our webpage update



- Working towards moving to a new unit or re-working our current space - we are hopeful that the new unit on offer will be a good fit for us in terms of requirement and budget required to make it happen.
- Exploring and starting the process of recruiting an additional librarian to give Magdalena more consistent support and to allow us to expand how we interact with and connect with our members and the community.

We remain hopeful that things are starting to return to some kind of normality after a very difficult period - whatever is ahead for us, we are committed to continue our work to keep the Toy Library open and active for its members and the community.

### Thanks

The last thing to say is thank you - to you our members.

Your continued support by coming to the library, taking on board our new booking systems, supporting us on social media, continuing to donate and renew memberships even when we couldn't open for you - you are telling us that our work in the background is worth it. Your support is invaluable to us.

Please do keep visiting, borrowing, supporting us and telling your friends and family about the Toy Library - we appreciate each and every one of you.

Justine Vella

**Chair of Trustees.**



## Toy Librarian's Report

### Members

The 2020/2021 financial year started off in the middle of the first lockdown hence membership numbers stalled.

We saw a big increase in new subscribers upon reopening in August 2020 as well as very steady numbers of membership renewals.

Prior to re-opening after 4 months of lockdown, we introduced the appointment system which has reduced the number of new members, simply because we no longer allow walk ins without an appointment to the library.

### Library

In accordance with government restrictions and guidelines, prior to re-opening we introduced new safety measures which remain in place:

- Markers on the floor (for social distancing)
- Posters advising members adhere to the 2m social distance recommendation
- Appointment only system allowing only 2 families per 30 min slot
- Compulsory masks in the library
- Handgel at the front door to use on arrival to the library
- 72 Hour quarantine for all returning items
- Installed a washing machine and dishwasher to aide in cleaning toys more effectively and efficiently.

During the November lockdown period we met every Sunday evening to input all of our stock on the new software and borrowing system (Lend Engine). The new system was due to be implemented in 2020 however a further lockdown in December 2020 postponed this to the new year.

We managed a full implementation of Lend Engine on re-opening on the 12th of April 2021 and have officially closed down our previous database. It came with challenges and is still very much a work in progress but so far the feedback we have received from members about the new system has been positive.

### Volunteers

Unfortunately between April 2020 and April 2021 we did not have any volunteers to help with the running of the library's daily operations.

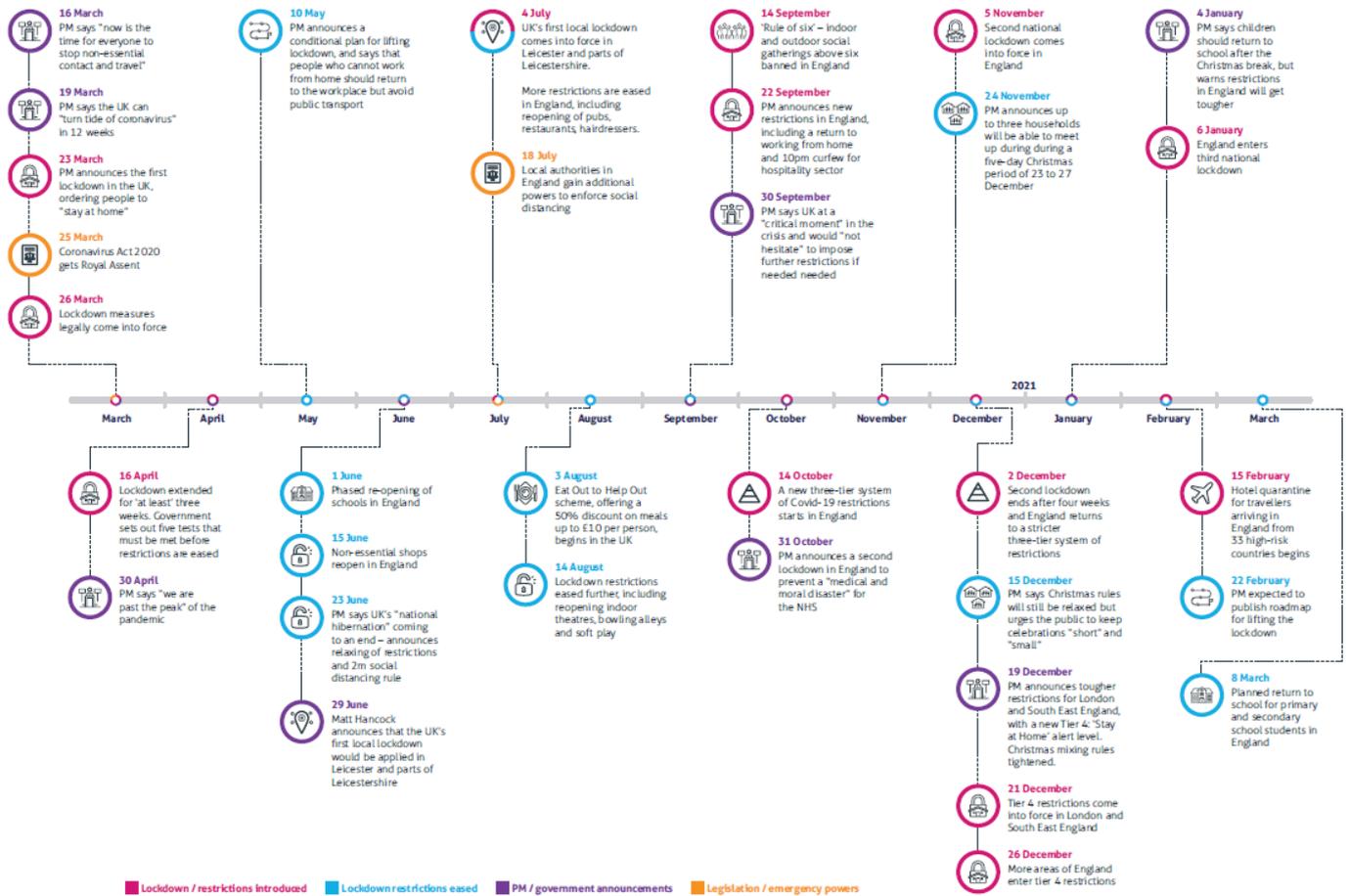
### Overview

This has been a very difficult year for all of us. I feel that we have been very lucky to be able to survive such a difficult year mainly thanks to the trustees dedication and our members ongoing support for the library.

# Treasurer's Report

## Executive Summary

The 12 months to end of March 2021 was the year of COVID-19 and this event had a significant bearing on the operations of the Lewisham Toy Library this year.



Expenses were 34% up on 2020, driven by:

- An increase to our librarian's number of hours recorded;
- An increase in cleaning costs of 2,116%, owing to investment in a new washing machine to help improve efficiency;
- Increased bank charges in January 2021
- The cost of rebranding
- Introduction of the discipline of a paid book-keeper to the operation

Income has been impacted by the circumstances of the past year, however cash balances have been aided through various COVID-19 government support initiatives.

## Membership

Membership income in "normal" years has been our primary source of revenue. We also saw this impacted by the pandemic as we had to repeatedly close our doors to members. We spent our time closed looking at ways to improve our offering by upgrading our database, improving our web presence and extend our service offerings to "click 'n' collect" and enable increased self-service. We have



invested in a re-brand in support of these efforts and to help us promote the service widely in the community.

### Fundraising and Donations

These were limited in the 12 months to end of March 2021.

### Party Hire

Lockdowns and COVID-19 precautions impacted on this income line.

### Toy Sales

Outside of the normal days of operations, the LTL holds at least 2 sales events a year to drive revenue and also look to place high value items on eBay, however this too was hampered by COVID-19. Toy Sales could not take place as lockdowns and other precautionary measures were introduced.

### Other Income - Wheelchair hire/Mobility Keys

Wheelchair hire has been declining over the past number of years, which is understandable given that this is a legacy activity from our previous partnership with the Lewisham Shopmobility and the fact that we only passively promote this service any more, but minimal activity recorded in the 12 months to end March 2021.

### Costs

Total cash expenses have gone up by 34% to £22,614. Overall there has been good cost control to manage the resources of the library, especially when this cost increase is compared to the income challenges of the 12 months.

The key reasons of the increase are:

- 18% salary cost increase
- Cost of new washing machine, supply and fit of £730
- Re-brand costs of £2,425
- Book-keeping costs of £650

The above increase has been partially offset by:

- Lewisham grants £41,186.00
- Job retention scheme grants £7980.24

### Reserves

LTL finished the year with reserves of £59,788.

[See the Accounts for more details]

## Accounts - Full Year to 31 March 2021

	12 Months 31MAR 21	12 Months to 31 MAR	% Change	Variation
<b>Payments</b>				
Salary Costs	£15,211	£12,845	18%	£2,367
Storage equipment	£0	£0		
<b>Total direct charitable expenditure</b>	<b>£ 15,211</b>	<b>£ 12,845</b>	<b>18%</b>	<b>£2,367</b>
Boiler/maintenance	£0	£0		
Office Expenses	£335	£562	-40%	-£227
Staff Expenses	£100	£0		£100
Volunteer Expense	£150	£522	-71%	-£372
Insurance	£1,065	£1,050	1%	£14
Repairs and Maintenance	£0	£0		
Telecom Expense	£685	£581	18%	£104
Cleaning	£764	£35	2116%	£730
Subscription	£194	£197	-1%	-£2
Sundry Expense	£91	£0		£91
Marketing	£0	£0		
Computer related purchases	£240	£0		£240
Computer related purchases	£29	£0		£29
Travel Expense	£0	£0		
Business Rate	£547	£819	-33%	-£272
Business Rate	£0	£0		-£0
Bookkeeping	£650	£0		£650
Bank Fees (incl. Paypal)	£127	£283	-55%	-£156
Training: staff and volunteers	£0	£0		
Rebranding	£2,425	£0		£2,425
<b>Total Management and Administrat</b>	<b>£ 7,402</b>	<b>£ 4,049</b>	<b>83%</b>	<b>£3,354</b>
<b>Total cash expenses</b>	<b>£ 22,614</b>	<b>£ 16,893</b>	<b>34%</b>	<b>£5,720</b>
<b>Depreciation &amp; Amortization</b>	<b>£ 294</b>	<b>£ 299</b>		
<b>Net Income (Loss)</b>	<b>£ 22,908</b>	<b>£ 17,192</b>	<b>33%</b>	<b>£ 5,716</b>

Figure 2: Income Statement

### Statement of Assets and Liabilities

	April	May	June	July	August	September	October	November	December	January	February	March
<b>Fixed assets (to check depre for 2019/20)</b>												
Property and equipment (Machinery for SF im	£566	£543	£520	£497	£474	£451	£427	£403	£379	£355	£331	£307
Ipad	£21	£20	£19	£18	£17	£16	£15	£14	£13	£12	£11	£10
Toys	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>Cash balances</b>												
CAF Current Account	£19,358	£16,337	£40,580	£41,236	£41,111	£41,290	£43,145	£44,395	£44,623	£45,377	£53,736	£55,317
CAF saving (to check interest 31/03/20)	£5,037	£5,037	£5,037	£5,037	£5,037	£5,037	£5,037	£5,037	£5,037	£5,037	£5,037	£5,037
PayPal Account	£665	£719	£310	£285	£330	£292	£645	£697	£636	£680	£721	£735
Cash in hand	£152	£152	£152	£145	£168	£224	£303	£309	£305	£305	£305	£305
Prepayment - insurance	£0	£979	£890	£801	£712	£623	£534	£445	£356	£267	£178	£89
<b>Total assets</b>	<b>£25,799</b>	<b>£23,787</b>	<b>£47,508</b>	<b>£48,019</b>	<b>£47,849</b>	<b>£47,934</b>	<b>£50,107</b>	<b>£51,300</b>	<b>£51,348</b>	<b>£52,032</b>	<b>£60,319</b>	<b>£61,800</b>
<b>Creditors falling due within a year</b>												
<b>Insurance</b>												
NIC/PAYE	£40	£40	£151	£140	£0	£6	£0					£5
Pension	£0	£0	£92	£189	£281	£378	£0	£86	£97	£97	£81	£97
Victory Fire									£43	£43	£43	£43
Electric Accrued	£75	£86	£90	£94	£79	£133	£212	£293	£307	£357	£407	£457
<b>Capital and reserves</b>												
Capital and reserves	£25,685	£23,662	£47,175	£47,596	£47,489	£47,417	£49,895	£50,921	£50,901	£51,535	£59,788	£61,208
<b>Total liabilities</b>	<b>£25,799</b>	<b>£23,787</b>	<b>£47,508</b>	<b>£48,019</b>	<b>£47,849</b>	<b>£47,934</b>	<b>£50,107</b>	<b>£51,300</b>	<b>£51,348</b>	<b>£52,032</b>	<b>£60,319</b>	<b>£61,800</b>

Figure 3: Statement of Assets & Liabilities



## Appendix – previous AGM minutes



### AGM MINUTES

Meeting date and time: 23/11/20, 8:00pm

#### 1. CHAIR'S SUMMARY

- The Chair's Report was summarised

#### 2. LIBRARIAN'S SUMMARY

- The Librarian's report was summarised

#### 3. TREASURER'S REPORT

- The treasurer's report was summarised

The Chair's, librarians', and treasurers' report were approved by Members (including proxy attendees)

#### 4. VOTING

- Elisabeth suggested JV as Chair and Jen seconded
- Justine propose Melanie treasurer, and Elisabeth seconded
- Elisabeth proposed Patrick secretary, and Claire seconded
- Claire, Elisabeth, Jen, proposed by Justine and seconded by members in attendance
- Justine proposed secretary, and Jen has seconded
- Sara proposed by Elisabeth, and Justine seconded
- Justine propose Cate, and Elisabeth seconded
- Gita proposed by Justine, and Jen seconded
- **All decisions above were unanimous which remained the case when proxy votes were applied**

#### 5. PREVIOUS MINUTES

- Confirmed received and approved previous minutes and respective reports up for discussion
- This includes Chair's reports for charity comission

#### Trustees in attendance:

Justine Valence  
Melanue Curran  
Patrick O'Kelly  
Elisabeth Poirel  
Claire Mascarenhas  
Catherine Webster  
Sara Hill



**Members in attendance (other than trustees):**

Caroline Levisse  
Lucy Hubbard

**Members who completed proxy forms:**

Rosalind McIntosh

Renee Rozumilowicz  
Nicolas Boussard  
Aysan Alba

Alex Smith  
Aisling Arthur  
Karen Lambourne  
Ruth Hopkinson

**Staff in attendance:**

Magdallena Marchwiany (librarian)