



## WHO WE ARE

---

Charlton Toy Library is a registered charity offering an inter-linked support service for the under-fives community in the Royal Borough of Greenwich. We operate a toy, book and safety equipment loan scheme and a play service in our main base along with a much-needed outreach service to support disadvantaged families & children in desperate need.

Charlton Toy Library is a registered charity, governed by a constitution adopted 10th February 1982. It is run by members of a voluntary Management Committee, staff (a Toy Library Co-ordinator and an Outreach Worker) and volunteers, all helping to run play & borrowing sessions and giving help, support and advice to families.

All the money received from membership, loan fees and fundraising events is spent on toys and Toy Library running costs. We have an Equal Opportunities policy and aim to provide a good selection of multi-cultural and non-sexist toys and books along with impartial advice and support.

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

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

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

## AIMS AND OBJECTIVES

---

### **AIMS:**

- To promote the principle that play does matter for the developing child.

### **OBJECTIVES:**

- To make play available and lend appropriate toys to extend the opportunity for shared play into the home.
- To provide play areas where children and adults can use a wide range of toys and creative activities.
- To offer an opportunity to socialise and exchange experiences.
- To offer a befriending and supportive service to parents and carers.

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

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

### **EQUAL OPPORTUNITIES**

Charlton Toy Library is committed to Equal Opportunities. We recognise that this means more than ensuring that no individual is discriminated against on grounds of sex, race, colour, nationality, ethnic or racial origin, marital status, disability, sexual orientation, age or religious belief. It means we need to take positive action to promote the development of Equal Opportunities in every area of the Toy Library. The concept of Equal Opportunities is the basic foundation of a democratic society and underlines all legislation. We declare our intention to work for the furtherance of equal treatment employment, committee, representation and service provision. Charlton Toy Library is committed to a programme of action to make this policy effective. This policy will be updated and monitored to check that it is being effective. The responsibility for this will lie with the Chair of the Management Committee and a named key worker.

## CHAIR'S REPORT BY STELLA BENAVIDES

---

Over the past year Charlton Toy Library has continued to be a great asset to the local community. During the year we have helped 469 children from 319 families including 146 families through our free outreach programme 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.

As well as stay and play sessions operating three times a week out of Charlton House, our outreach worker Sharon has continued to provide a much-needed service in the local community supporting disadvantaged families in three woman's refuges and four HomeStart groups as well as other families referred to us by Health Visitors. These families not only benefitted from our toys, books and safety equipment but from the activities that Sharon runs with the mums and children which help them to interact and learn to spend quality time together.

We have been lucky enough to have continued support from BBC Children Need who provide the funding to enable us to employ Sharon to do such amazing work and in November we were pleased to feature on BBC Radio 2 as part of BBC Children in Need coverage with Sharon talking with one the mums she has supported over the last two years. We are so incredibly grateful to BBC Children in Need for funding our Outreach Worker post and to BBC Radio 2 for promoting the work we do.

Charlton Toy Library does not receive any public funding and relies on the fundraising endeavours of a small team of volunteers in order to continue to maintain the service at Charlton House where the library is based. This year has been no exception and the team have worked tirelessly holding toy and cake sales as well as putting on a series of fundraising events including our very well supported pamper evening, a fabulous Christmas fayre with activities, music and of course a special visit from the man himself and our Easter party which has become a much anticipated annual event in the local community.

As well as these regular events in February we were involved in two new events: at the beginning of February we were invited by Greenwich Heritage Trust to join them in the London Children's Book Swap and at the end of February we put on an evening of fashion and music which consisted of cheese, wine, a clothes swap and live jazz music. As well as our amazing staff, committee members and volunteers, we are also very fortunate to have so many supporters in the local community who have either provided sponsorship or donated their time and services to help us put on these events.

## CHAIR'S REPORT BY STELLA BENAVIDES

---

Another way we raise funds is by offering our space in The Toy Library for children's parties as well as running Pilates sessions for parents who are able to attend with small children.

In January we were able to go shopping for new toys for the first time in four years thanks to a grant from the Charlton Ward budget. We would like to thank our Charlton Ward Councillors and also The Entertainer toy shop who contributed an extra £200 to the pot and to the Early Learning Centre for giving us a 10% discount. Some of these new toys have been used to revamp our play area, some were catalogued for our borrowing area and some have also been used for our Outreach service.

As well as thanks to Sharon for her amazing outreach work I would like to thank Laura who does a great job running our stay and play sessions, organising events and working on fund raising applications. I would also like to thank all our volunteers and our committee members without whom the toy library would not be able to function. I would like to give a special mention to Dona who has decided to step down from the committee after many, many years of dedicated service. I would like to say a massive thank you to Dona, she will be sorely missed.

We are always in need of new volunteers so if you would be interested in helping Charlton Toy Library by becoming a committee member, a volunteer, helping run the weekly sessions, helping with fundraising or have any services you could offer directly to the library, please contact us on [020 8315 0055](tel:02083150055) or e-mail us at [charltontoylibrary@gmail.com](mailto:charltontoylibrary@gmail.com).

Stella

### **Membership Statistics**

Total families using CTL main services & outreach service combined:  
319 families

Total number of children helped: 469 children

Outreach families supported (free of charge): 146 families

Families paying concessionary rate: 16 families

Families from BME backgrounds: 165 families

New families: 188 families

Lone parents: 54 families



During the past year I have continued to support disadvantaged families with children under 5 within the Royal Borough of Greenwich, still visiting three women's refuges, four HomeStart family groups as well HomeStart families within their own family homes.

Referrals continued to increase from organisations such as Support Workers from Children's Centres, Social Workers, the Pre-birth Assessment Team as well as the Best Beginning's Midwives Team. I also received referrals from The Children's Disability Keyworkers Team in Greenwich.

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

I visited four HomeStart family groups on a regular basis: Alderwood, Vista Field, Brookhill and The Slade children's centre. I helped families with a wide range of toys and safety equipment as well as running activity sessions within the groups. I loaned child home safety equipment which sadly these families cannot afford. This is essential to keep children safe within their own family homes. I also gave parents advice and general information. I worked closely with Health Visitors and Family Engagement Support Workers from these centres as they are increasingly referring families to our outreach service for support.

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

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

My outreach work also continued with Support Workers in Primary Schools too. Even though these children are in school, these low income families with under-fives still benefit from our toy library services.

There are now many Health visitors and Midwives who are aware of our outreach service for those families in Greenwich with newborn babies who find themselves disadvantaged, whether due to financial, social, ethnic or medical reasons. Many of these families have no re-course to public funding and we are increasingly providing them not only with toys and safety equipment, but also baby clothes and essential baby equipment too, such as moses baskets and bedding, prams and cots. We are incredibly grateful to the local community because without their donations we would not be able to support so many vulnerable families.

Sharon

### **A few Outreach Service statistics:**

- 152 children from 146 families were supported
- 179 home visits were made as well as 19 visits to women's refuges and 84 visits to HomeStart family groups
- 90 children were helped with behaviour and communication
- 79 children were supported for literacy & numeracy
- child safety equipment kept 85 children safer in their own homes
- 254 items of child safety equipment borrowed
- 40 children were given Christmas presents
- 22 families were given Christmas hampers
- 22 children were provided with beds or cots
- 13 children were provided with buggies and prams
- 29 children were provided with essential clothing

I have thoroughly enjoyed another great year at the Toy Library. It has been a pleasure to continue to work with our lovely members, our amazing team of dedicated volunteers, our Outreach Worker Sharon and all the fantastic partner organisations and local businesses that support us. It is wonderful to work for such a fantastic charity that provides a much-needed service to the local community and some of the most vulnerable families in the borough. We have been pleased this year to have been Page and Small Optician's Charity of the Year. The local family run business sponsored our Easter Party fundraiser and brought along their mascot Iris the Elephant to entertain everyone! Staff organised a Christmas raffle in aid of the Toy Library and customers have been encouraged to donate their pennies to us in store. A big thank you to Page and Small for all their support.

We have worked hard to generate funds from a variety of sources this year. In July we hosted a team of young people from the National Citizenship Service and held a bag packing and bucket shaking event in Sainsbury's Charlton Riverside. We held two very successful Pamper Evenings in July and November. Therapists gave their time and Sainsbury's and Tesco's kindly donated refreshments.

In February we held a popular jazz and fashion evening. We hope to make this an annual event in our calendar. A big thank you to our Chair Stella and her band for entertaining us and to Patricia for organising. Our annual Easter Party took place in March and was very well attended. Local children's activity providers kindly gave taster sessions, the Old Cottage Coffee Shop provided refreshments and we were thankful to Page and Small Opticians for sponsoring this event. The raffle was very popular with some wonderful prizes donated by generous local businesses.

A big thank you to all the other people and organisations who have helped us fundraise including Debbie Newman for her children's haircuts, Roz Maslin for her Pilates sessions, the Westcombe Society for donating the proceeds of their Nearly New Sale and to Cherry Orchard School for their nursery visit. We have continued to hire the Toy Library out for children's birthday parties and NCT get-togethers. Thank you to party hostess Madeley.

It's been another great year for selling, with our Christmas sale being particularly successful. 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. Many thanks to Dona for organising our selling in the Toy Library, at local events and on social media.



Our Stay and Play and toy borrowing sessions have been busy this year with popular craft sessions with Ann and earlier in the year Kezia. Sarah has continued the busy singing sessions on Tuesdays. We have welcomed two new volunteers, Sara who does singing in Spanish on Thursdays and Susan who sings and plays guitar on Friday's. Both have proved very popular! We have had many visitors including the Kings College Community Oral Health Team, our Neighbourhood Police team, Greenwich Ecology Park, Royal Greenwich's Road Safety Team and The Dog's Trust. We were very pleased to take part in Greenwich Book Festival in May with two special music sessions from Greenwich Music School, the 'Hungry Caterpillar' and 'Dear Zoo'. We were also pleased to host a taster Baby Sensory session. Many thanks to all the organisations that have supported our Stay and Play sessions this year.

The toy library relies on the help and hard work of a committed team of volunteers, to help run the sessions, clean and tidy toys, deliver singing and craft sessions, organise clothes and toys for our Outreach programme and assist with running events. This year we have had 23 volunteers helping in the Toy Library. In November we held a big de-clutter of the Toy Library basement led by our volunteer de-clutter expert Nancy. This has made a huge difference, thank you to Nancy and all the volunteers who helped. We often have vacancies for new volunteers to join our team so if you would like to help out please get in touch. Volunteering can be a great way to regain confidence and experience after a career break, make new friends, as well as developing new skills. Volunteers also benefit from training.

We are grateful to Barry from Charlton Athletic Community Trust for delivering Safeguarding training for us this year and to Carolyn from Daisy First Aid for a very informative paediatric first aid session. Many thanks to the Volunteer Centre Greenwich and to Greenwich Action for Voluntary Services for their ongoing support. Previous volunteers have gone on to careers in schools and charities and we are happy to provide references for our long term volunteers. A big thank you to all the volunteers who have helped run our sessions and assisted at our events this year including Dona, Sarah, Janine, Stella, Madeley, Kezia, Shameema, Asmat, Nancy, Ann, Seferina, Patricia, Emily, Susan, Sara, Harrie, Sreelaksmi, Sharon M, Diana and Ann B.

Finally thank you to all the members, volunteers, Sharon and our management committee who have supported me as Co-ordinator and who make the Toy Library the wonderful place it is!

Laura

## TREASURER'S REPORT BY JANINE KHOSHNEVISAN

---

First and foremost, we would like to extend our thanks to all our funders and supporters this year. BBC Children in Need have funded the Outreach Worker post for the fourth year running and the Zurich Community Trust part-funded our Co-ordinator. Thanks also to our Ward Councillors who gave us a grant to buy much-needed new toys and child safety equipment.

We extend our sincere thanks to Page and Small Optician's for having chosen the Toy Library as their Charity of the Year. Our thanks also go to Royal Greenwich Heritage Trust for their continued help-in-kind through the peppercorn rent of our premises, to Sainsbury's Charlton Riverside for the £1,577 donation from their sales of 5p carrier bags, to The Entertainer at Bluewater and to the Atlas Business Group who now provide our internet services for free.

During the year 2016-2017, it would appear that we made a profit of £7,279. However, a large portion of this we pre-payment of funding for salaries for the first quarter of next year. Our true profit for the year was actually £2,672.

Once again, we have managed to keep running costs to a bare minimum. The major part of CTL expenditure was, as always, spent on our two part-time employees, our greatest asset. They are both amazing. Their dedication, energy and enthusiasm have ensured the continuing high standard of the toy library's services and profile in the community. Our two employees were assisted by a long-standing dedicated team of volunteers and the management committee. It is truly incredible what we manage to achieve as a team on such a tight budget.

Our dedicated team of staff, trustees and volunteers have done some amazing fundraising again this year: two pamper evenings raised £1,161, the Easter party raised £449, the Fashion Evening raised £290 and our Christmas events raised £361. Thank you to everyone who helped organise and run events and also to those who attended, making them so successful and fun.

We would also like to acknowledge donations from Blackheath Prep, the Black Prince Freemasons Lodge, the Westcombe Society and Conran Estates, as well as our children's hairdresser and pilates coach. A huge thank you also goes to the local community for their donations of books and play equipment, without which we would struggle to keep up our stocks.

Another huge 'thank you' goes to ALL our helpers and volunteers whose contributions have helped to improve the lives of so many children and their families across the borough. CTL would not be able to achieve as much as it does without them!

Finally, I would like to extend a personal thank you to Dona Dickson who has just stepped down from the management committee and from her role as a volunteer (June 2017). Dona joined the committee in 1996 and has been the Secretary since 2003. At one point, the two of us kept the toy library going for two years when funds were short and we had no staff. She has always been a great support to myself and the toy library. The toy library would not be what it is today without her input. She will be greatly missed.

These accounts have been successfully examined and accepted by our Independent Examiner, Caroline Sharp (ACA, DChA)

Janine

CHARLTON TOY LIBRARY INCOME RESERVES POLICY - JANUARY 2004  
Updated by the Management committee at the monthly Management meeting  
dated 29th June 2017

Unrestricted funds are needed:

- 1) to provide funds which can be designated to specific projects to enable these projects to be undertaken at short notice and
- 2) to cover administration, fund-raising and support costs without which the charity could not function.

The trustees consider it prudent that unrestricted reserves should be sufficient:

- a) to avoid the necessity of releasing fixed assets held for the charity's use;
- b) to cover 6 month's administration, fund-raising and support costs (currently approximately £10,000)
- c) to provide a pool equal to 10% of the average charitable expenditure over the preceding 2 years from which funds can be designated to specific projects (currently approximately £2,500).

# INCOME-EXPENDITURE ACCOUNT 2016-2017

<b>CHARLTON TOY LIBRARY Income &amp; Expenditure Account 2016-2017</b>				
				Previous year
<b>INCOME</b>	Restricted	Unrestricted		
BBC Children in Need	13,584.30			9,430.50
Local Council Ward Budget	1,462.00			
Zurich Community Trust	3,348.00			
Fundraising		3,085.23		1,764.20
Membership fees		2,075.00		2,123.00
Toy loan fees		1,305.66		1,288.80
Safety equipment loan fees		72.00		79.00
Session sales		1,536.95		1,895.00
Special events/parties		565.00		1,642.00
Donations		3,120.28		808.24
Bank interest		1.66		185
Gift Aid		464.88		703.83
HMRC refund			HMRC refund	262.79
<b>TOTAL</b>	<b>18,394.30</b>	<b>12,226.66</b>	<b>30,620.96</b>	<b>19,999.21</b>
<b>EXPENDITURE</b>	Restricted	Unrestricted	Total	Previous year
Advertising/promotional	101.98	126.29	228.27	149.31
Child Safety Equipment	528.84	0	528.84	0.00
Equipment	0	0	0.00	0.00
Fundraising expenses		357.15	357.15	115.67
General running costs	276.74	3,208.74	3,485.48	2,840.02
Insurance		905.10	905.10	917.40
Management costs		64.00	64.00	64.00
Staffing costs	12,180.73	4,708.43	16,889.16	15,469.89
Rent (To Greenwich Council)			0	0
Toys books videos etc	503.35		503.35	0.00
Travel	95.85	152.33	248.18	290.25
Volunteer expenses		22.8	22.80	
Workshops & crafts	100.06	9.49	109.55	
<b>TOTAL</b>	<b>13,787.55</b>	<b>9,554.33</b>	<b>23,341.88</b>	<b>19,846.54</b>
<b>PROFIT/LOSS</b>	<b>4,606.75</b>	<b>2,672.33</b>	<b>7,279.08</b>	
<b>BALANCE SHEET AS AT 31 MARCH 2017</b>				
<b>CURRENT ASSETS</b>	Restricted	Unrestricted	Totals	
Current Account	4,606.75	9,345.88	13,952.63	
Business Reserve		4,647.49	4,647.49	
Cash in hand		100.00	100.00	
8 unrepresented items	-320.40	-24.99	-345.39	
	<b>4,286.35</b>	<b>14,068.38</b>	<b>18,354.73</b>	
<b>REPRESENTED BY:</b>				
Balance b/fwd 2015-2016	354.09	10,721.56	11,075.65	
Profit/loss for 2016-2017	4,606.75	2,672.33	7,279.08	
	<b>4,960.84</b>	<b>13,393.89</b>	<b>18,354.73</b>	



We have:

- continued to run all 117 play & borrowing sessions at our main base
- opened one day a week in the Summer Holidays
- continued to run our craft session on Tuesdays and Thursdays
- continued to run a singing and music session on Fridays
- started a Spanish singing session on Thursdays
- continued our Child Safety Equipment Loan Scheme
- continued the Outreach programme in Charlton, Thamesmead, Woolwich, Eltham, Plumstead and Abbey Wood areas
- supported 147 families on our Outreach Programme
- provided 44 children in our Outreach families with Christmas presents
- provided 22 Outreach families with Christmas food hampers through donations from our members and the local community
- been Page and Small Optician's Charity of the Year
- celebrated events in the cultural calendar, eg Chinese New Year, Diwali, Mother's Day, Christmas
- held information days with Royal Greenwich Road Safety Team (pedestrian skills and car seat checks), King's College NHS Community Dental Team, local Neighbourhood Police team, Greenwich Ecology Park and The Dogs Trust.
- held taster sessions with Baby Sensory and Greenwich Music School, as part of the Greenwich Book Festival
- received funding from BBC Children in Need for a further three years of our Outreach programme
- received funding from Zurich Community Trust for our Co-ordinators salary
- purchased new toys and child safety equipment thanks to a Ward Budget grant from our local Councillors and a donation from The Entertainer Toy Shop.
- benefitted from the profits of the Westcombe Society Nearly New Sale
- catalogued new toys, books & safety equipment for the Outreach programme and the Toy Library base
- created and maintained strong links with relevant organisations across the borough including several Home Start groups and three Women's refuges

## ACHIEVEMENTS (continued) 2016-2017

---

- promoted awareness and membership of our service among target groups, including black and minority ethnic and low income families, and families suffering domestic abuse
- attended outreach / networking days with the Outreach project.
- held regular management committee meetings and the AGM
- published a regular newsletter & maintained our Facebook page, website and Twitter page as well as adding listings to relevant apps and websites including Hoop, Club Hub, Mummy's Gin Fund, Greenwich Mums.
- started development of a new Toy Library website.
- publicised the Toy Library to local groups and around the borough
- organised many successful fundraising events / activities: a clothes swap, two pamper evenings, the annual Easter party, Christmas Fayre, birthday parties, children's haircutting and raffles.
- organised second hand toy sales via Social Media selling sites, selling in the Toy Library, attending nearly new sales and school fayre's.
- held a three day de-clutter of the Toy Library cellar and office
- attended Charlton Community Day in Charlton Park.
- taken part in Charlton Athletic Community Trust's Red, White and Black Day match
- devised and delivered a special session for a school visit from Cherry Orchard Nursery
- hosted fitness and pilates classes to bring in a rental income
- hosted a group from the National Citizenship Challenge, facilitating a bag packing fundraising event with them at Sainsbury's Charlton Riverside.
- worked with and supported 23 volunteers throughout the year.
- held two Safeguarding training sessions for our volunteers delivered by Charlton Athletic Community Trust
- held a first aid training session for staff, trustees and volunteers delivered by Daisy First Aid





We plan to:

- continue to offer the full range of services both at our main site in Charlton House and via our Outreach Mobile Project
- continue to serve three Women's Refuges and four Home Start Groups
- continue to open our services at Charlton House for one session per week in school summer holidays (if sufficient volunteers)
- maintain and improve links with relevant organisations across the borough continue to increase awareness and use of our services particularly amongst black and minority ethnic and disadvantaged families
- continue to publish a regular e-newsletter
- continue to maintain our Facebook and Twitter pages and our presence on relevant apps and website listings
- attend Charlton Community Day and other local community events
- finish designing and launch a new website
- hold regular committee meetings and AGM
- continue to encourage good management committee representation
- review regularly all Toy Library policies and procedures
- search for funding for salaries and toys, books & safety equipment
- apply for funding for some new dedicated computer software and replace two computers
- work on further diversifying our income sources
- further promote the hire of the Toy Library for parties
- search for a dedicated fundraising volunteer
- search for further local business sponsorship and support
- continue to organise internal fundraising and social events including a Pamper Evening and an Easter Party
- continue our sales at the Toy Library, at local events and on social media
- continue to organise seasonal and cultural events
- continue to organise information days for parents and carers
- invite early years activity providers to deliver free 'taster' sessions in the Toy Library
- continue to offer multiple volunteering opportunities to people, to advertise these opportunities and recruit enough volunteers to run the play, craft and singing sessions.
- search for further training opportunities for our volunteers eg first aid, cv writing skills

## **The Management Committee**

Stella Benavides, Chair  
Janine Khoshnevisan, Treasurer  
Dona Dickson, Secretary  
Sarah Roseblade, Committee Member  
Patricia Santome, Committee Member  
Emily Wasp, Committee Member  
Vicki Wright, Committee Member (from July 2016)  
Ann Bijmens, Committee Member (until July 2016)

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

## **Staff**

Sharon Jay, Outreach Worker  
Laura Hill, Toy Library Co-ordinator

## **Volunteers & Fundraisers**

Janine Khoshnevisan, Dona Dickson, Stella Benavides, Patricia Santome-Courtney, Sarah Roseblade, Madeley Crenshaw-Dykes, Kezia Okafor, Debbie Newman, Shameema Begum, Asmat Waheed, Nancy DeBroka, Ann Frances Barlow, Seferina Cipkova, Emily Wasp, Vicki Wright, Ann Bijmens, Harrie Smith, Sharon Mason, Sreelakshmi Veka, Susan Wainwright, Sara Berdial Huertas, Diana Jupp.

**And to everyone else who has helped on a more informal basis... thank you!**



## FUNDRAISERS & SUPPORTERS 2016-2017

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	Zurich Community Trust
Page and Small Opticians	Adams Clearance Services
The Royal Borough of Greenwich	Royal Greenwich Heritage Trust
Councillor Miranda Williams	Councillor Gary Parker
Councillor Alan McCarthy	Alex Riley Personal Trainer
Charlton House	Home-Start Greenwich
The Women's Refuges	The Westcombe Society
Conran Estates	Old Cottage Coffee Shop
BBC Radio 2	Caroline Allen
Greenwich Music School	Greenwich Book Festival
Tesco's Woolwich	Sainsbury's Charlton Riverside
Marks and Spencer's Charlton	The Charlton Supermarket
The Entertainer Toy Shop	Early Learning Centre
Creative Signs Charlton Road	DD's Tailored Beauty Treatments
Nisse Reflexology	Theatre Tots
Didi Dance	Toddler Sensory
Boppin Bunnies	Coco's Mobile Beauty
B Brown Beauty	Baby Sensory
Go West Hair	Harmony Massage Therapy
Burn It Fitness	Chandler Wright Hair
Leahna Edwards Mobile Hairdresser	Shelley Bott, Homeopath & Energy Healer
Bo and Bel	Linda Pound
Roz Maslin Pilates Instructor	Central Charlton Resident's Association
Baby and Mini Picassos	Simon Goodwin
Virgilijus Prieskienis	Greenwich Theatre
Debbie Newman Hairdresser	Joanna Neil
Blackheath Halls	Lindt Chocolate
The Albany	Lush Designs
Postmark Greenwich	Mummy's Gin Fund
Greenwich Ecology Park	Invicta Primary School
Sherington Children's Centre	Kings College Community Dental Team
Cherry Orchard Primary School	Othala Ancient Wisdom & Ancient Land
Greenwich Mums	Greenwich Action for Voluntary Services
National Citizenship Service	Volunteer Centre Greenwich
Baby and Children's Market	Charlton Athletic Community Trust
The Zen Home	Charlton Neighbourhood Police Team
Charlton Buzz	Royal Greenwich Road Safety Team
Children's Traffic Club	Twins Club Greenwich and Lewisham
The Dogs Trust	

Thanks also to our Independent Examiner, Ms Caroline Sharp (ACA, DChA)

Finally, our thanks (and apologies!) to anyone else who has helped us this year and who we may have momentarily forgotten to mention!

## Signature

---

I declare, in my capacity as Chair of the Management Committee, that:

- the Management Committee has approved the report above; and
- have authorised me to sign it on their behalf.

Signature

Full name

Position

Date