

Our Volunteers

Volunteers are essential to keeping Lordship Hub going for the park community.

Some people offer their time for one-off events or projects and some people stay with us for years. Everyone has their own reason for volunteering and each volunteer is valued.

Almost 50% of people applying to volunteer with us give their main reasons as wanting to 'be involved' and to 'give back' and almost a third of volunteers hear about us through word of mouth. This shows that we really are fulfilling our ambition of being a 'community building in every sense'.

We currently have 53 volunteers, offering their time in a variety of roles. Of these 46 volunteer regularly. One person has just completed a formal work placement and one person is part of a work-based volunteering scheme.

The following is a breakdown of the current roles:

8 Board members
22 café volunteers (including 3 supported volunteers)

3 supporting with IT and website
6 supporting with publicity
3 supporting with Office/ accounts
1 Gardener
3 Events volunteers
2 Building and maintenance.
In the past few months volunteers have been able to access training including Barista skills, Level 3 First Aid and Fire Safety. We have had a Christmas Party with a Caribbean Line Dancing

lesson and we are in process of organising a research trip to the Curve Garden in Dalston.

We continue to build links in the local community – attending a drop-in session at Caris to promote our volunteering scheme; attending volunteer forums and specific events such as the Haringey Voluntary & Community Sector Expo; meeting with other service providers and working with a local college and 6th forms to develop work placements.

If you would like to volunteer at the Hub contact: kate@lordshiphub.org.uk or call/text 07735 139 528

"I've had a great boost to my confidence, it's shown me I am still able to learn and pick up new skills"

Café Volunteer

Room Hire and Hub activities

There has been an increase in hire income of about 7% from last year despite being closed for renovation works which meant a loss of about £1500. This increase includes private hire as well as income from subsidised hire. Our free group hire has also increased in line with this.

The Hub is more established now, but growth has slowed down as regular activities have settled down. We now need to focus on engaging more local people to run classes in order to grow and be more sustainable.

Private parties, baby showers and weddings (we are a licensed Haringey wedding venue) and corporate or funded organisations pay at a private rate and are mostly one off bookings. We try to keep Thursdays in the General Activities room free for one off bookings and the weekends after midday for private parties and events, charged at a higher rate.

We also have regular hire and either room can be rented on an hourly basis and we are particularly interested in supporting individuals, groups or organisations who offer services that we feel are needed or are of benefit to local residents and are affordable. Activities can range from advice sessions, and self help groups to Chi Kung and Caribbean line dancing and workshops for children and young people. We welcome new ideas, projects or classes so if interested, contact carola@lordshiphub.org.uk

or pop into our office for an initial chat about how we can help.

The building is a free base for local groups who do worthwhile and much needed volunteering work in the park. However, if funding is available they pay our community rate. These groups 'keep the park in good shape' for all to enjoy – and anyone is welcome to join in. In terms of income this is obviously a bit of 'a balancing act', but a good one, being sustainable, while still supporting our local neighbourhood.

We now have better equipped and manageable rooms for hire. The new facilities make us more attractive to hirers and will show financial reward. We are looking at developing catering income from corporate/private hire. We are also developing a better, more user-friendly website which should be finished within the next month.

Local demographics mean we lots of well attended activities for babies, toddlers and their families. But this is not where it should stop. Children grow up and will need things to do, so welcoming new activities for school age children and teenagers will be an aim for 2020.

Our physical activities/classes for adults are also doing well e.g the Silver fit classes for over 50's, Feldenkrais, chair exercise for the elderly and a variety of Yoga and Pilates classes open to everyone and that can be joined on an ad-hoc basis.



Making lanterns for the Wassail

We have also organised Hub events; Easter Egg Hunt, 5k Fun Walk, Community Day, Hub Birthday, Halloween crafts, Art Fair, Xmas Fayre. We have also supported park groups activities; International Women's day, Youth Fest, Wild in the Rec, Wassail, Apple Day and Flower and Produce Show. These events offer a great opportunity for everyone in the area to get together, make friends. It's all inclusion and strengthening our local community.

We are aiming to involve a broader section of the community and would like to increase our offer. Our focus in the coming months will be on developing activities which offer further interaction of people in the local area, such as personal development groups and activities that bring people together.

I look forward to hearing from you!

Carola Kornfeld, Activities and Community Coordinator



Lordship Hub Café

ANNUAL REPORT 2020

Board's report for the AGM

Lordship Hub  Co-op
Community building in every sense

March 2020

Hub Co-op Membership and Structure

The Hub is a member-led, community organisation, currently constituted as a community ownership co-operative society and is listed on the Mutuals Public Register.

Now in our 6th year, we employ 9 part-time staff and hold a 25 year lease on our building. We do not own any other capital assets. We reinvest all trading income from the cafe and room hire for community benefit. We support a large group of volunteers, many with additional needs, to have opportunities, learn new skills and enjoy being part of the community and we hope to extend this social purpose through grant funding.

We held a series of member meetings to revise our constitution to become eligible for funding from Charitable foundations and other grant funding bodies. However, the legal process of transforming our legal structure is more complicated than anticipated and we have had to declare earlier changes, agreed unanimously by members at the last AGM, null and void for now. We are seeking specialist advice on how best to transform into a registered charity.

Membership will remain open to all, with every member having one vote in the running of the hub. Membership is now renewed annually (it runs from Jan 1st – Dec 31st) and costs £5. Staff and volunteers are now all offered membership. This is a unique and special organisation that relies heavily on the active support and involvement of its members.

Our current membership (presently 150+) is diverse and that is our strength. We would love you to get involved. Members can suggest ideas for events and activities. We are always in need of more, regular, volunteers in the café plus we are currently looking for someone to be our Treasurer on the Board. **Come and join us.**

Issy Harvey,
Membership Organiser on the Board

Report from the Chair

Another amazing, busy, satisfying, crazy, inspirational, exhausting year for the Hub!

A big thank you to all our users and customers, our hard-working staff and volunteers (including our board members), our members and hirers. All of us together make the Hub the vibrant and beneficial community hub it should be and is - for the benefit of all park users and our surrounding communities.

This has been the 6th year that the Hub Co-operative of local people have been running the place, and one in which we finally signed a 25 year lease to secure its future. But we mustn't get complacent and underestimate just how much commitment we will need in the coming months and years if we are to continue to improve and flourish - to that end we welcome everyone's usage, input and involvement!

Dave Morris
Chair of Lordship
Hub Co-op



Financial report

2019 was, as always, challenging for the Hub although there are lots of positives to report. Being in a park is a mixed blessing, very busy when the weather is good and the park is full and then pretty well empty if it is cold and rainy but figures are still up on last year. The room hire side of our business continues to expand and this is not so weather dependent. Nearly two thirds of our income comes from the Café but the overheads and costs for room hire are much less as there is not the level of outlay on stock/staffing etc.

We try to keep our services, café and hiring affordable so that the Hub can as far as feasible be for *everyone*. This means we have a delicate balancing act between profitability and our ethos of being a *community building in every sense* and being accessible. The Café staff have worked hard to reduce spending and reorganise rotas to work towards a better financial outcome for the Café.

We are paying more in salaries, having 9 part-time staff, and we also pay much more for our cleaning as we have increased the number of hours the cleaners do. However, our staffing situation feels much more stable now. Taking everything into account, the hard work of the staff and the volunteers is paying off and we are managing to keep afloat and have done better than last year. We are not yet as profitable as we would like to be, in order to feel secure in the face of any possible crises that may arise and things are still precarious.

We recently had the support of a professional Café business consultant, paid for via a grant from Power to Change, who did in-depth work with all staff and a lot of research around the area and came up with several proposals that will help us make the café more profitable. The Café staff have taken his suggestions on board and we hope to see their efforts pay off this year.

Our bookkeeper, Valerie, has been a rock for us over the year. She has helped us develop systems that allow us to have more insight into our business and to enable us to get a clearer picture of where we are and what actions we need to take.

We are still very dependent on the generosity and support of our members and customers and would like to ask that you consider setting up a **standing order** so that we are able to plan and budget more easily.

New Hub Treasurer needed

Unfortunately we are losing our treasurer, Glynis, who has done a great job guiding us through our financial maze. We need a replacement urgently. This is a voluntary position and very necessary to keep the board and staff informed of how things are financially and what we can and can't do and achieve.

Contact: recruitment@lordshiphub.org.uk if you want to see a job description or are interested in this vital role. Thankyou.

Staffing at the Hub

The board now has a dedicated, volunteer Personnel Officer, Sandra Sutherland, to do the huge amount of work involved in employing and retaining staff. She is advised by another local member who is a freelance HR specialist. We now employ 9 part-time staff plus cleaners employed via a local agency. 4 run the café, 4 work in the office dealing with room hire and classes, finances, volunteering, fundraising, bookkeeping, community outreach, and event organisation, and one person, paid for through our Power to Change grant, dealing with building issues, repairs etc. 4 of these are new employees who have come on board in the last 9 months; Kate Bell, Volunteer and training co-ordinator, Debra Watson, Admin/fundraising, Danny Carr, Building Supervisor and Brenda Nicholson, Café Manager. We are hoping to employ one extra part-time café assistant for weekends. We would love to have a lot more staff if we had the resources and space and luckily our volunteers do a great job supporting all these employees in a variety of roles.



Children tending the Hub raised bed, learning about gardening

Fundraising report

Until 2019 Lordship Hub depended totally on the generosity of members and Hub users along with income from the Café and hiring rooms. Local people have continued to be very generous.

Grants: In December 2018 we obtained £53,450 from Power to Change for 2 years to upgrade and extend the kitchen, install new storage, improve IT provision, fix the concrete ramp and to pay for extra staff hours. We raised match funding for this through a members appeal and sponsorship of our 2 runners in the London Marathon 2019. We also received an extra £6666.67 to cover the cost of a business consultant. In June 19 we obtained £9,300 from the Lottery - Community Fund for Volunteer training and management.

New post: We created a new part-time post from July 19 for an admin/fundraiser and we all created a wishlist for future funding. From this we identified key areas that we feel are crucial which include building works, equipment and community arts projects which can involve diverse communities and groups currently under-represented at the Lordship Hub facilities.

Fundraising group: We have set up a fundraising group which has 1 member of the board, 1 staff member and 3 community volunteers who have experience of fundraising. This is mostly for advisory and research purposes.

The legal structure of our organisation has proved to be an impediment to applying to some charitable funding sources so the board is taking steps to change our constitution so that we have more options. However, this is proving a long and complex procedure (see section on membership).

Partnership working: We continue to work with a range of Park users and groups to support each other in raising money for events in the Park, many of which are of benefit to the Lordship Hub.

Debra Watson
Admin/fundraiser

Café Report

2019 was an exciting year for the café, with the extension of the kitchen giving us plenty of room to work. Even dance! Unfortunately, this meant the café closed for a week or so at a busy time of year. Despite this closure the Café was able to make a small profit last year.

We lost one of our café managers, Annie, but gained Brenda, who brings lots of experience and personality. The café was able to employ an additional café assistant Celeste and a relief manager Elise who both started as volunteers and are great assets for the café. We are currently advertising for an additional café assistant to work at the weekends, our busiest period.

There are still some ongoing difficulties in finding sufficient volunteers at the right times, but the café has welcomed many new volunteers over the year who are truly fantastic. We feel very lucky, for without them, the café managers would find it impossible to keep the café going in the same way. The

amount of work volunteers do on busy days is staggering. We saw some volunteers move into employment after gaining necessary work experience, skills and confidence. We are super excited about that and happy that the experience can be a two way street. We hope to attract more volunteers in 2020. Despite all the challenges, our managers Leona, Janice and Brenda are loving it!

At the end of 2019 our funders, Power to Change, funded business advice from a Catering Consultancy. The Consultant worked closely with the café managers and the board, to examine ways for the Café to increase profitability, reduce waste and generally to become more appealing to all park users and was very impressed with our enterprise. He made us aware of the importance of a functional roof over the outside terrace and the need for better signage and social media presence. Recognising the Hub's shortage of financial and staff

resources, he advised us to concentrate more on making efficient use of existing staff and volunteers, especially at the weekends and busy summer days changing our rota to reflect customer needs. We are working on our plans for this together and are hoping café customers will notice the positive difference we are all striving for in 2020.

Leona, Café Manager



A cheese and onion toastie with salad, a customer favourite

Building Report

We were very fortunate to receive a grant for building improvements. Whilst this caused some disruption, closing parts of the building for a considerable length of time, we now have more attractive building, suitable for our needs.

Kitchen staff have a better space to work in, the hiring rooms are tidier and more appealing and we have dance studio mirrors and an integrated AV and sound system in the General Activities room. The premises are much easier to manage and customers, class participants and party-goers have a much better experience.

The funding also enabled us to employ a buildings supervisor, Danny Carr, for 6 hours a week, which if a short time, is a good start and having Danny around is a great help. He has been carrying out essential repairs, keeping in contact with the Council and is training with 'The Natural School of Building', who helped build the Hub. After the training Danny will be in a better position to make informed decisions and carry out the necessary repairs. An eco building has lots of benefits but it can also be hard to manage. Its natural construction make it complicated to fix things on exterior walls. Many of the fittings were bespoke and difficult to replace when damaged. On the positive side heating costs are lower and the feel of the building special.

Another breakthrough has been the lease we signed with Haringey Council in March 2019. After years of negotiation we now have a 25-year lease which is quite rare. If we fulfil our duties as tenants; caring for the interior of the building, opening for 40 hours per week/7 days a week, providing a specified number of volunteer hours and offering free use

of space for park groups, we will continue to be 'rent free'. These are all things we do anyway, being objectives that are part of the Hub's mission of improving the park and offering services that are needed in the local community. The new arrangement also means, that the Council takes responsibility for structural repairs and maintenance and for carrying out essential safety checks. We are still in negotiation with Haringey Council about certain aspects e.g. regular gutter and drain cleaning and some major structural repairs, but the things are moving along.

All in all, this has been a very successful year. Some tweaking still needs to be done, but we are on the right path and happy with the overall development that has been completed so far.

Carola Kornfeld and Danny Carr

The Hub and the Park

The community, including a Hub representative, and Council staff meet regularly at the Hub to co-manage the park as the Lordship Rec Users' Forum, discussing maintenance issues and further improvements. Our partnership working model has become an example of good practice across the Country.

The Hub continues to partner groups in the park, including the Friends of Lordship Rec, to offer free space and facilities for administration and meetings. We also work together, hire rooms and give support for event organisation in the park and the Hub.