



## Introductions – Active listening exercise

- What is your connection to Tottenham, N17? When did you arrive here?
- When did you first get involved in the Hub?
- What attracted you to the Hub?

Everyone introduced their connection/relationship to Tottenham and to the Hub

**ACTION POINTS & SUGGESTIONS** are highlighted in yellow

### 1. We reaffirmed (with one amendment added – in blue) the core purpose of the hubs existence:

#### **Mission / Purpose:** Community Building in Every Sense

##### **Vision**

To be the driving force for the continued transformation of Lordship Recreation Ground into one of the best local park experiences in North London, serving park users and helping attract new users from Tottenham, Haringey and further afield.

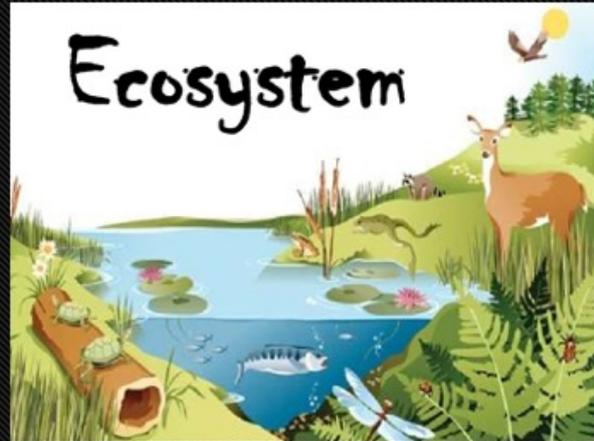
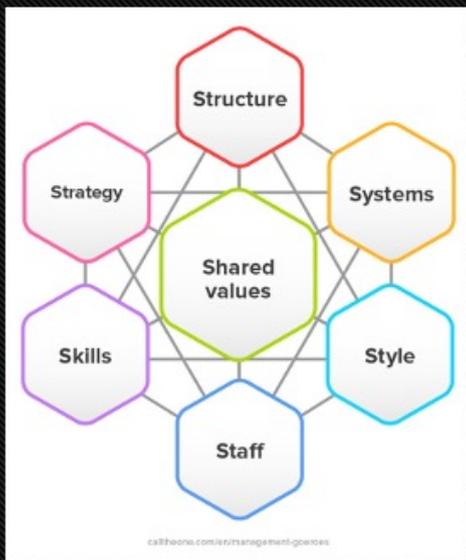
We want to achieve this by being a community-run social enterprise and organisation - **supporting, promoting, enabling and inspiring park users' health, well-being, enjoyment, environmental awareness and practice, social cohesion and community spirit, empowerment, co-operation and mutual aid** - and being responsive to the ideas, desires and needs of park users and the local community **in all its diversity.**

It was suggested the Vision statement could be made more visible to hub users – website? Noticeboard?

#### **ALSO, the organisation is based on Co-Operative Values & Ethics:**

- ♥ Self-help
- ♥ Self-responsibility – ‘everyone a leader’
- ♥ Democracy
- ♥ Equality
- ♥ Equity
- ♥ Solidarity

- ♥ Honesty
- ♥ Openness
- ♥ Social responsibility
- ♥ Caring for others



We reaffirmed the vision of the Hub as a central part of the park eco-system.

The hub as an organisation is also an eco-system.

*'You can't simply reduce 'the hub' to a set of structures...its like an eco-system because its living and changing... it's a vibrant and organic set of relationships.'* (Dave – Chair)

The hub was established in the centre of Lordship recreation ground, as a co-operative with a flat management structure, and every role valued at the same wage rate, very intentionally. The Hub aims to be a living example of how diverse communities can work together for everyone's benefit through self-organisation.

### Demographics for N17

The N17 postcode district is a postal district with a population of 63,538

#### EMPLOYMENT

**•70%WORKING**  
**•30%UNEMPLOYED**

30% of people in N17 are either unemployed or full time students. The average UK unemployment rate is currently 4%.

#### SOCIAL GRADES / HOUSEHOLD INCOME

**13%AB**      **47%C2/C2.**      **40%DE**

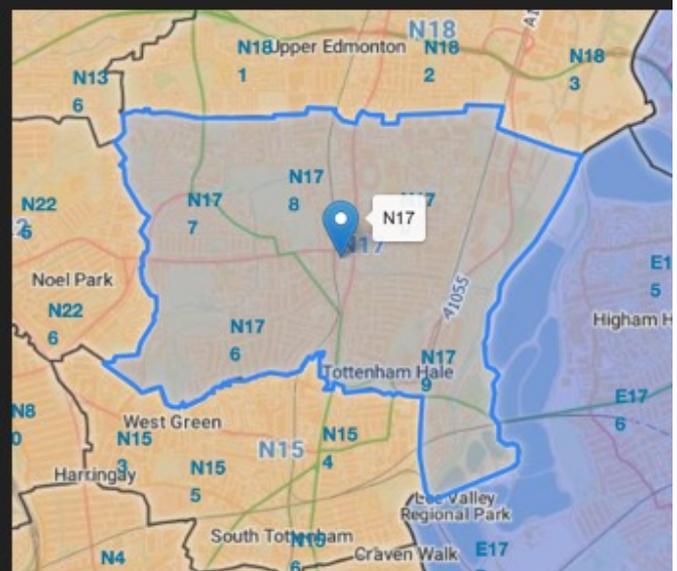
According to census records, 13% of people here have a social grade of AB (highest), compared to the national average of 27%.

Av household income £33280

#### ETHNICITY

**•20%WHITE**  
**•80%NON-WHITE**

20% of people class themselves as 'white', compared to a national UK average of 81.9%.



## COMMUNITY BUILDING IN EVERY SENSE

- Who is the Hub serving currently?
- Who is missing?
- Who does the hub's existence impact on?
- What legacy could The Hub create?



### Who is the hub currently impacting on & 'serving'?

♥ Hub has had - and continues to have - a very positive impact on park use – park now feels safe, toilets mean people can stay out longer, woods accessible and interesting, outdoor gym, as well as the hub building facilities for classes, events etc and the café.

♥ The 2020 crowdfund appeal prompted many powerful acknowledgements on Facebook posts, of how important a factor the hub has been in many, local people's lives, and for many different reasons. e.g. one message read: 'the hub saved my life!'

Harvest/save these for use in future funding applications?

### Hub Activities are popular/well attended by:

- Carers (predominantly White UK/European) with small children and disposable income;
- older generation;
- health classes tend to attract the over 30s;
- women's events
- well-being activities – the *passiv haus* eco-building creates a physical space that enhances well-being – draw more attention to how special this straw bale building is? EG Hub has better ventilation & air circulation than standard buildings so much safer indoor environment in these Covid times

♥ When the hub started there was a particular focus on how to encourage parents [women] and young children back into the park. We have been very successful in achieving this and it's not surprising that the classes in the hub partly reflect this.

♥ Over the years the hub has initiated and hosted many one-off events (talks, workshops, meetings, meals, theatre, exhibitions) that have engaged different (& more diverse) audiences.

♥ The Hub's annual birthday party has been enjoyed by wide cultural range of families.

- ♥ Events in the park that the hub has supported have reached different (& more diverse) audiences.

Some groups now use the park more (since the hub was created) although they may access the hub building less – teenagers/young adults; Turkish & Somali communities living on BWF;

Different activities *do* attract different audiences e.g. Soca class has different demographic to yoga classes – discussion about how hub-based activities could be planned to attract sections of our local community that are under-represented in our 'footfall'.

Suggestion: we build a partnership with Willow primary school to encourage their use of park and hub

We invite leader of Daemar to produce an event from the hub and with the hubs support to & strengthen connections with local Turkish community

- ♥ **We are not just serving passive consumers** and the hubs offer is much more than our cafe and classes - The hub benefits different people at different times for different purposes in different ways. We are also providing opportunities for park users, the groups that hire, volunteers , board and staff

## Who is missing?

Anecdotal impression: the hub cafe users are currently approximately 65% white

Large local Turkish & Somali populations are not very evident in our current hub users

10-25 years old – young Black people noticeably absent

## Suggestions for development:

- ♥ Projects that initiate intergenerational work with young people
- ♥ LGBTQ Group - we could provide a regular space for local young people and other specific groups or simply approach and invite such groups to use the hub space for their meetings and activities

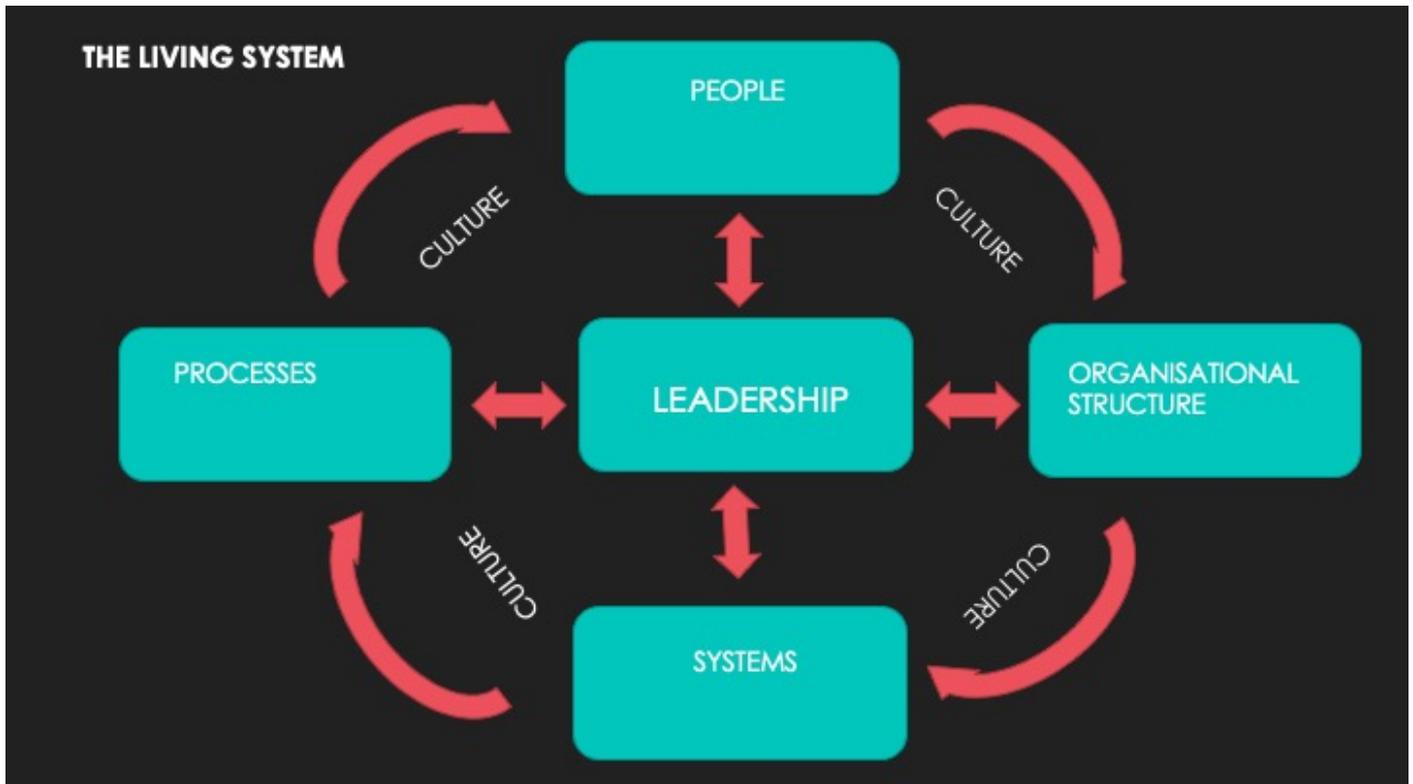
## Legacy:

- ♥ The environmental and sustainability impact - the hubs existence , its support for park uses groups, its activities etc all have an impact – and leaves a legacy - on how everyone understands and uses the wider park
- ♥ The hub's existence has made a real difference to people's lives and to our surrounding environment (see comments on FB /crowd-funder as evidence of this)
- ♥ The legacy of a community coming together and how this has created something of real value both to those who are very involved and to the wider area

- ♥ As a model of community engagement and empowerment - The hub “stands on the shoulders of Giants”. Both broad water farm and tower gardens estate pre-date the hub on the friends of the park as examples of great community self-organisation. The hub grew out of and takes forward this continuum of promoting community self-organisation and empowerment. (So even if we were closed down now we've created something that would have an impact forever.)

## PART 2:

Everyone shared a brief summary of their role and contribution to the hub.



### Challenges & Proposed Solutions

- What are the difficulties & challenges?
- What is a key priority (for you)?
- What solutions can you see?

**Expectations:** most people’s involvement in the hub is part-time (including staff) so we need to stay aware of this and how this can impact (1) on each other and (2) on how the organisation gets things done and develops. Specific points on this were:

- a) how we communicate with one another;
- b) separating the person from the task (ie avoid personalising how well someone might manage a specific task)
- c) boundaries around times
- d) how people contact each other when not on site / at work
- e) difficulties of balancing planned vs reactive work
- f) we can always do more so ‘workload’ is never-ending

**Interesting observation:** Are we producing “an anxious organisation”? It was suggested that there is sometimes an expectation that everything is a priority and is equally as urgent and this creates an ethos of

anxiety/overload/overwhelm – focus on how to get better at separating out urgent from less urgent; shared responsibility – we all hold equal responsibility for positive outcomes; look for solutions together; supporting each other whenever things get too much!

**I.T.** – current email and other systems have become very dysfunctional and consume/waste much staff time/energy – Louise (Board) has IT professional knowledge and has offered to work with Deborah (staff) to assess the situation and propose solutions

**Greater Involvement** from groups in our local community that are currently missing from our hub users (Black/ Somali/ Turkish/ youth/ LGBTQ) - seek out partner organisations that have connections to these groups and invite them to use the hub

**Missing Cultures/groups:** Questionnaire survey of supporters /customers /users /volunteers to identify who is currently accessing the hub; suggestions for improvements; and to invite views on what's most appreciated

**Relying on Volunteers** - No-Shows & the consequent personnel shortages; Board member volunteers who feel overloaded/stressed; how to make this not only a positive experience for all those who volunteer but also an effective way to deliver our services and activities:

(1) continue to increase the number and range of volunteers so that absences have less impact

(2) allocate Board members each to specific, strategic role so that areas of responsibility more clearly defined and understood by all;

**Reactive Culture & Overload:** - we will always want to do more! We want to be an organisation that is organic, responsive & reflective. So instead of the hub aiming to do & provide everything that our wider community might need and want, we can enable other people to do what they want. I.E Look for partnerships; encourage people to contribute more (e.g. in new membership scheme, activity leaders and volunteers become members; & volunteers can be supported to become activity leaders.

**Finances:** we do not generate profits as any surplus we produce is re-invested back into the organisation. We are currently financially viable but financing our staff team, activities and building is a constant stress/challenge that will never go away. Much appreciation for Valerie and David as we now have a reliable, detailed financial picture.

We can reduce the financial pressure by looking for funding grants that might support our current ethos and activities rather than applying for additional projects that will expand our delivery outcomes.

E.G Apply for small grant for a gardening project focused on the building's surrounds and involving young people