

Date:	Saturday 18 th May 2024
Time:	4pm - 5pm
Location:	Community Room – Lordship Hub
Attendees:	Members Alyson Bradley Anthony Bailly Asha Jacobsberg Carola Kornfield Chuku Modu Daniel Jones Dave Morris George Kquma Joan Curtis Issy Harvey Nathan Oti Paul Ducksworth Ruth Keeling Sandra Sutherland Sara Hall Ximena Silva Non-Member Gary Keane

Ruth started the meeting with welcome to all attendees following User Feedback Workshop. Thanked everyone for their attendance at the workshop for the level of attendance and participation

Ruth ran through what the agenda for the meeting was going to be.

- Feedback from today's workshop removed from the agenda due to this feedback needing to be consolidated

Ruth asked for any motions or AOBs – none were raised.

Annual report and finance report

Ruth introduced the Annual Report, which was distributed digitally and was also available in physical copy in the meeting.

- Highlights noted based on 3 objects
 1. Being a great place to work and volunteer – focus on staff and volunteers being supported. Made some good headway, but some further progress still needed. Confirmed that London Living Wage (£13.15) is being paid for staff. Have also been getting professional HR advice from Co-op UK
 2. Better financial footing – still not there yet, treasurer update will address. Acknowledgement of the efforts on the crowdfunding
 3. Involvement with the community – success noted

Ruth planned financial report summary recording from David Selby – physical copies of the financial report (full and abbreviated) were available at the meeting, and distributed.

In this recording, David Selby noted the following:

- Shared his apologies for not being there in person – currently in Portugal on holiday
 - Financial Year end Oct 2023 was a challenging year. Hub lost money, as it had previous year.
 - This is to be expected as Hub has been operating at operating loss, which has historically been covered by fundraising/grants, which has become more difficult in last 18 months due to Covid.
 - Financial position is more challenging, but there are improvements in how the team at the Hub has made changes to improve the financial situation – including reducing costs in area, reviewing café pricing structure and exploring other ways to secure review. Mention for Carola's efforts on venue hire.
 - Financial position is somewhat stable. Recognition of the current fundraising campaign. Delta of £10-20k per year which needs to be covered for the Hub to be financially stable. Crowd funding campaign is a significant step to help address this.
 - With the team hoping to settle down in the coming months, with new staff coming into the organisation, this should re-ignite our ability to increase fundraising and bridge the operational gap.
 - General assessment of finances is that we are generally stable and have good visibility of challenges. We continue to make changes to address these challenges.
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Thanks shared by Ruth for the update.

Ruth opened up for questions.

Joan noted that not mentioned in David's update, is that the Café has achieved a small profit (approximately £100) in March, which has not happened for some time.

Roxana raised the comparison with two years ago having lost double what we lost in last year, which suggests a positive trend of having losses. Issy suggested that this is partially down to the additional revenue from event hire bouncing back from Covid challenges.

Daniel Jones asked about increase in turnover – this couldn't be answered in the meeting and will need to be followed over. £30k is noted as turnover. Discussion as to whether this is down to Covid – Ruth acknowledged that Parkrun on Saturday has had a significant impact on the revenue for the café. Ruth expressed gratitude to Daniel for helping to drive the Parkrun initiative which has made a significant increase in café sales. Meeting applauded this thanks

Young Parkrun also being acknowledged as having an impact too.

Joan asked why membership is based on direct debits, as some people do not trust direct debits. Issy noted that this is because paid membership is associated with voting rights within the Coop and one of the challenges that exists as the Coop ages is ensuring that the Hub keeps membership active, engaged and based around a time limit.

Joan queried whether the direct debit automatically triggers. Ruth confirmed there is a rolling direct debit, which members would be notified about prior to this payment being made. Joan challenged this. Ruth acknowledged that there is technical limitation, based on capabilities of this as well. Asha noted that this made sense from a point of view of volunteer capacity, which Roxana supported.

Chuku mentioned that as a matter of principle he would not sign up for rolling direct debits. This was challenged as a barrier to entry for Hub membership.

David Morris asked if there was a provision for getting membership without a direct debit – Issy confirmed that this is an option for volunteers who are offered unpaid membership. This is a decision for the Hub to ensure that the membership is not overly inflated.

ACTION: This was agreed to be reviewed by the Hub Board.

Alyson enquired about when the rolling direct debit payment was taken – confirmed that this is dependent on when the payment was first made

David M noted that breaking even (with regards to the financial report) is difficult and that it is not from a lack of effort to get to this point. Reserves of approximately £30k are identified as required based on planning for worst case scenario. He acknowledged that we (Hub) do not get funding from the council, but we (Hub) do have a favourable lease which offsets operating costs and the council is also responsible for repairs.

In the context of the crowdfunding campaign, David M noted that this is not a luxury, it is essential for the Hub to be financially stable. Noted that attendees should keep this in mind.

David M said that we have dramatically increased our accounting capability and financial awareness.

It was also noted by David M that we are looking for a new treasurer.

Daniel Jones ask about fundraising – is it possible to sell alcohol from the Hub? Carola confirmed that it is possible to get temporary licenses, which are limited to approximately 14 times a year and need 2 weeks notice. This question was raised in context of an event idea to take place in the shell theatre.

David M requested that the Financial Report is adopted by the meeting. Successfully adopted by vote of the meeting.

Daniel noted the correct spelling of 'parkrun' and terminology of 'Junior parkrun'

Joan asked about the age groups for Junior parkrun, which is from 4 – 14 year olds. Ximena confirmed that the majority of the demographic skew younger. There are some teenagers that volunteer at the Saturday parkrun, related to Duke of Edinburgh.

Daniel agreed to work with Joan to discuss getting teenagers involved.

Election of board members

Agenda of the meeting moved to board member elections.

All current board members are standing down.

Ruth confirmed the following of people who are seeking re-election to the board:

- Roxana
- Issy
- Joan
- Sandra
- Ruth

Not in the room:

- David S
- Sarah
- Sure
- Yvonne

Ruth asked if anyone else in the room wanted to join the board. No expression of interest. Ruth confirmed that the Hub is actively looking for additional members of the board. The role of the board was explained, at the request of the meeting.

Following this explanation, Chuka volunteered to be elected to the board.

Question from Ximena about whether there are specific roles on the board – Ruth confirmed that this is the case, and priorities are being determined in the coming months about identifying leads for key areas (such as volunteering).

David M confirmed that roles for board members are not determined as part of this vote, and are instead determined in the board's first meeting after the AGM.

Ximena also nominated herself to take part within the board.

Election held for all proposed board members – unanimously passed by show of hands.

David M mentioned that Lordship Hub is part of a group of Community Centres, which David is the chair of. He discussed that the lease of the Hub is particularly favourable and the Hub is part of the movement to support other Community Centres.

Thank yous to departing colleagues

Ruth acknowledged that there are colleagues leaving, including:

- Anthony stepping down from the board
- Albertina having left earlier in the year as Volunteer Co-ordinator

Both thanked for their contribution

Particular mention for Carola from Joan, leaving her role at the end of this month, and the level of contribution that she has made to the Hub. Acknowledgement of the challenging role that she undertook and the dedication she put into the role. Unanimous appreciation for everything that Carola has contributed.

Thanks expressed to everyone for attending the AGM.

Alice mentioned gratitude to Gemma for facilitating the User Feedback workshop.

Water fountain

Daniel asked for an update on the Water Bottle filler

- Equipment has been purchased and agreement is with the council to install the unit. Council will be installing this alongside work for 'Changing Places' changing room being installed.
- Specific timelines to be confirmed.

Meeting called to a close