

Minutes for Lordship Hub Board Meeting- 20th March 2024

Attendees:

Joan Curtis, Sarah Hazlehurst, Sandra Sutherland, David Selby, Ruth Keeling, Roxanna Slavcheva, Issy Harvey, Yvonne Richards, Dave Morris, Sue Jameson

Apologies:

Anthony Bailly, Carola Kornfeld

Conflicts of interest:

Sue Jameson councilor for Bruce Castle.

Minutes of the last meeting: February meeting minutes agreed by all [February Minutes for Lordship Hub Board Meeting.docx \(sharepoint.com\)](#)

Actions: [Board actions March 24.xlsx](#) were reviewed and updated. (Note: Sarah will be following up on long standing actions via email in between board meetings and offering support for you to get them complete).

Agenda- All papers for March 2024 board meeting can be found here: [March 2024](#)

Exit and resignation letters from Albertina and Carola

- We now need to recruit from 1st June, so we need to get the advert out asap.

General reflections & discussion (20 mins)

There was strong support for the flat management structure.

- It's not that the flat structure doesn't work, it's that we aren't working in a flat structure as well as we could be.
- Misconceptions about being a worker's co-operative. We are a members' co-operative, with workers empowered through their fortnightly meetings and a rep on the Board.
- The roles have developed and grown over the years, and we need to clarify the roles.

Volunteer issues have been flagged by numerous volunteer managers.

- Volunteers should be the life blood of the hub. We need to listen to them, and the HR issues need addressing.

Finances

- We need to look at the operation, including the café, and how it could generate a surplus.

- All the things in the resignation letters have been raised before. Finances are the biggest issue- not been able to raise the projected annual £20k in grants. Everyone's always under pressure.

Discussion of the specific problems and solutions highlighted in the exit & resignation letters (30 mins)

There were two resignation letters to discuss in March 2024. Carola's resignation letter was sent to all board and staff, so it is saved for all to view in the board shared folder. Albertina's was part of their leaving interview process so is not available for general viewing. The themes below group all issues raised in both resignations. We agreed to thank both staff for their hard work and dedication to the Hub often above and beyond the call of duty.

Ahead of the meeting, all the suggestions were grouped into 9 themes (green post its) on [an online Whiteboard which can be viewed here](#).

In the meeting, the board was asked to move problems/solutions into one of a few categories:

- Supported unanimously by the board (we don't need to discuss in detail today and can become actions)
- Opposed unanimously by the board (don't discuss, and agree they won't be progressed)
- Unclear or divided views (need detailed discussion and may need to be carried over to future meetings if we run out of time)

Pay

- Agreed with "pay better" problem statement, but current financial situation won't allow immediate higher wages.

- Divided views about suggestion to "pay people differently"

- "Hub coordinator workload" Has it tripled- do we need more people? Or do we need a clear process of roles and responsibilities to make sure they are clearly spread?

- Re 'someone needs to support building supervisor suggestion', Ruth explained that she, Carola and Danny had recently set out how responsibilities for the building should be split between the building supervisor, office staff and the board

ACTION: Ruth to share the three building roles and how they break down.

[Building improvements - roles and responsibilities.docx](#)

Flat management structure

- Agreement that board continues to be committed to the flat management structure, but time and effort needed to put process in place to make it work better.

- "Feels board is in power": board don't agree with this as a blanket statement (the Board are volunteers taking responsibility for strategic matters, whilst the staff run the daily operations) but acknowledge that this may be how people feel and we need to work to change this.

ACTION: Ruth to seek further advice from Cooperatives UK about how to create a productive flat management structure and work with staff and the board to put this in place.

Accountability

- Appraisal and performance management processes to be in place.

- Dealing with HR matters committee needed.

- Parity of treatment between staff and volunteers

ACTION: Ruth to seek further advice from Cooperatives UK about how to create a productive flat management structure and work with staff and the board to put this in place.

The board ran out of time to cover all 9 themes identified.

ACTION: Sarah to add to April agenda to complete whiteboard activity.

Recruitment next steps (20 mins)

Paper to read: [Recruitment of office staff - proposal March 2024.docx \(sharepoint.com\)](#)

- Suggestion to pause office and administrator role and to put one new ad out with job specifics from both roles.

AGREEMENT: The board agreed with the next recruitment steps.

ACTION: Ruth to share a job ad and everyone had 24 hours to comment.

AOB (10 mins)

- Add London Living wage to action list.

ACTION: Issy to investigate what needs to be done to achieve London Living Wage kite mark.