Lordship Hub AGM – Meeting Notes 17/05/2026

Attendees

Alan Nichol, Amber Elliott, Caroline Jepson, Charlotte Lamb, Dave Morris, David Selby, Dayal Strub, Fiona Stevenson, Joan Curtis, Louise Autern, Louise Rendle, Mark Jameson, Nadia Kay, Roland Chukuma Modu, Ruth Green, Ruth Keeling, Sarah Hazlehurst, Sandra Sutherland, Sue Jameson, Susan Moyse (20 members)

Welcome, Schedule and Introductions

The meeting opened with welcomes, introductions and an overview of the schedule for the afternoon.

Community Discussion

How People Found and Use the Hub:

Community members shared how they discovered and use the Hub. Charlotte from Belmont Road explained that although she had lived locally for many years, she only discovered the Hub recently while exploring the area.

Members discussed the strong sense of community created by the space, noting that the volunteer-led atmosphere of the café contributes significantly to its welcoming feel.

Café, Food and Marketing:

There was positive feedback about the quality of the food at the Hub. Discussion focused on how to better promote the café and increase awareness locally.

Suggestions included:

* Increasing social media promotion, with examples such as Forks & Green highlighted as doing this well.
* Using a sandwich board outside the Hub for visibility.
* Advertising through Haringey “What’s On” channels.
* Making greater use of any available local advertising space.

WiFi and Remote Working:

Members discussed the Hub’s strong WiFi and available space, suggesting the Hub could be promoted as a place for local residents to work remotely. It was noted that many cafés discourage laptop use during busy periods, whereas the Hub has capacity and could attract more community use during weekdays.

Dogs at the Hub:

The possibility of becoming more dog-friendly was discussed. Members noted that Downhills Café allows dogs and suggested clearer signage, such as “Dogs Welcome on Terrace”.

Wildflower Garden:

An update was provided on plans for the wildflower garden. Funding is being sought for plug plants, with a cost of approximately £75. The room broadly agreed this was a modest and reasonable amount to support.

Opening Hours and Facilities:

Current opening hours were clarified:

* Café: 11am–3pm
* Hub building: 10am–5pm

Members highlighted the importance of having access to public toilets in the park and suggested this could be signposted more clearly on the building entrance.

Discussion then focused on café opening hours and why the café currently closes at 4pm. Staff explained that longer opening hours had previously been trialled, but additional sales did not offset staffing costs.

Members discussed whether another trial might be worthwhile, as previous extended hours may not have been in place long enough for people to become aware of them.

Ideas discussed included:

* Operating a reduced kiosk service for drinks and ice creams during extended hours.
* A staffing model using one staff member and one volunteer.
* Improved visibility through a “Kiosk Open” sign.
* The need to budget for potential short-term losses during any trial period.
* Ensuring any trial is delivered consistently rather than ad hoc.

Concerns were also raised around staffing capacity and building management, particularly given previous vandalism of the toilets when the café was short staffed.

Young People and Community Activities:

Discussion explored how the Hub could become more welcoming for teenagers and young people. Members heard that a new staff member is considering youth-focused activities, including the possibility of youth club provision and funding applications for equipment.

Borough of Culture:

Members asked whether the Hub would be involved in the Borough of Culture programme. It was noted that local groups are meeting at the Hub on the 20th and that additional funding for cultural activities linked to the “Rebel Haringey” theme is expected to become available.

No formal discussions had yet taken place at staff or board level regarding participation, though there was recognition that opportunities may emerge.

Suggestions included prioritising the flower and produce festival as a potential cultural activity. Members agreed to mandate the Board to raise this at the next Board meeting.

Governance and Member Engagement:

The meeting discussed how members would like to be involved in decision-making processes.

Updates included:

* Staff meetings currently take place every fortnight.
* The Board meets every two months, with subgroup meetings held in between.

Members supported exploring more opportunities for electronic participation, including voting on key issues between meetings. It was felt this could strengthen members' sense of identity and involvement within the organisation.

Other suggestions included:

* A welcome note for new members (currently being developed by staff).
* Sending Board meeting agendas to members in advance and inviting attendance.
* Holding broader general meetings focused on strategic themes.
* Creating communications channels through which members can suggest issues for Board discussion.

AGM Business (3:30pm)

Reports

The Directors' Report, Financial Report and AGM Report were presented.

Organisational Highlights

Key achievements highlighted included:

* Successful fundraising, including National Lottery funding.
* Strong council referrals.
* Completion of refurbishment works, despite requiring temporary Hub closures.
* Repairs to the toilets.
* Increased room hire activity.
* Growth in volunteer involvement.

Financial Update

The refurbishment programme was discussed alongside improvements in café sales and profit margins, attributed to the café team's careful cost management.

There had been a decline in room hire during periods of closure and following the loss of a major customer, Hale, though recent months have shown improvement.

The organisation reported a small operating loss of approximately £9,000. It was acknowledged that, given the challenging year, this represented a relatively stable position and placed the organisation in a stronger position than in previous years.

Fundraising continues to play a vital role in maintaining financial stability.

Members discussed the long-term sustainability of this funding model. It was noted that continued fundraising success demonstrates strong community support for the Hub.

There was also discussion about introducing premium products and other potential income-generating options.

Voting

* The reports were unanimously approved.
* The Board formally stood down.
* All existing Board members stood again and were unanimously re-elected.

Action List

No.	Action	Owner	Status / Notes
1	Increase social media promotion of the café, using strong local examples for inspiration.	Staff	Suggested during community discussion.
2	Explore placing a sandwich board outside the Hub to improve visibility.	Staff	Linked to café promotion.
3	Advertise Hub activities and café offer through Haringey “What’s On” channels.	Staff	Suggested as a local marketing route.
4	Identify and use available local advertising space to promote the Hub.	Staff	Suggested during café and marketing discussion.
5	Promote the Hub as a weekday remote-working space, highlighting strong WiFi and available space.	Ruth to include in income ideas long-list	Could help increase weekday footfall.
6	Consider clearer dog-friendly signage, such as “Dogs Welcome on Terrace”.	Staff	Subject to agreement on dog policy.
7	Seek or confirm funding of approximately £75 for wildflower garden plug plants.	Staff can decide on this amount; within delegation limits	Broad support expressed at the Annual General Meeting.
8	Improve signage for public toilet access on or near the building entrance.	Staff	Raised as important for park users.
9	Consider whether to run a consistent trial of extended café or kiosk opening hours.	Chuku / Amber working on this	Trial should include budget for possible short-term losses.
13	Develop youth-focused activities and explore funding applications for equipment.	Staff	Discussed as a way to welcome teenagers and young people.
14	Raise Borough of Culture opportunities, including the flower and produce show, at the next Board meeting.	Board – August meeting	Members agreed to mandate the Board to discuss this.
15	Explore opportunities for electronic member participation, including voting on key issues between meetings.	Ruth / Carola	Suggested to strengthen member involvement.

16	Complete and circulate a welcome note for new members.	Carola	Already being developed by staff.
17	Consider sending Board meeting agendas to members in advance and inviting attendance.	Ruth	Suggested under governance and member engagement.
18	Consider holding broader general meetings focused on strategic themes.	Carola	Suggested by members.
19	Create a communications channel for members to suggest issues for Board discussion.	Carola / Ruth	Suggested to improve member engagement.
20	Explore premium products to generate extra income for the café and Hub.	Staff	Raised during the financial discussion.