



**Hospital Radio Glamorgan  
Annual Report and  
Accounts  
2018**

The report has been agreed by the Trustees for submission to, and adoption by, the Annual General Meeting of members on Thursday 28 March 2019.

## Reference and Administrative Information

1. The name and address of the Charity is Radio Glamorgan (Morgannwg) Hospital Radio Service, University Hospital of Wales, Heath Park, Cardiff, CF14 4XW
2. The Registered Number of the Charity is 504534.
3. The governing instrument of the charity is its Constitution, adopted 7 August 1975 as amended 15 June 2016.
4. The names of the Trustees who served during 2018 are as follows.  
Mr Nic Clarke (*Secretary*)  
Mr Ian Edwards (*Treasurer*)  
Mr Ben Gallivan (Jan-Nov)  
Mr Howard Jacobson (Dec)  
Mr Jason Manly (Dec)  
Mr Grant Palmer  
Miss Clare Sinclair (*Chair*)  
Miss Helen Ward
5. The Charity operates two bank accounts at Barclays Bank, one of which is the Business Premium Account which is earmarked as a 'Future Development' fund.
6. The Independent Examiner of the Charities accounts for the 2018 financial year is Steve Bickerton.

## Structure, Governance and Management

7. Radio Glamorgan is organised as follows:
  - i) Radio Glamorgan is managed and administered by a committee of Trustees.
  - ii) The number of Trustees shall be no less than five and no more than ten.
  - iii) Within the Trustees are three Officer posts, each with a term of 2 years:
    - a. Chairperson
    - b. Secretary
    - c. Treasurer
  - iv) A Trustee who is not an Officer will serve a term of 1 year.
  - v) The members of Radio Glamorgan in the Annual General Meeting elect the Officers and other Trustees.

- vi) Should a Trustee cease to act in the capacity of Trustee before the expiry of his/her term, the remaining Trustees may appoint any member who is willing to act as a Trustee.
- vii) The Trustees may appoint an individual or sub-committee to perform specific functions for Radio Glamorgan.

8. Radio Glamorgan is staffed entirely by volunteers who run the station, present programmes, collect requests and take part in fundraising activities.

## **Objectives and Activities**

9. The Objects of Radio Glamorgan are:

i) To contribute to the relief of sickness, infirmity and the disabilities attendant on old age amongst persons living in the City and County of Cardiff and County of Glamorgan by providing a broadcasting service for hospitals, hospices, old persons' homes and similar institutions and, wherever possible, by providing a similar service within the community to assist and benefit those receiving "Care in the Community".

ii) In furtherance of the above Radio Glamorgan shall:

- provide programmes of interest and relevance to those who are patients, sick, infirm, aged or in need of care;
- make these programmes available to and co-operate with local, national or international charities having purposes similar to Radio Glamorgan.

10. Radio Glamorgan has continued its policy of operating and managing the radio service and the facilities at the Studios within its financial resources.

## Achievements and Performance

The Trustees are pleased to report as follows.

### 11. Membership

Radio Glamorgan (RG) is staffed entirely by volunteers. All volunteers become a 'Member' of RG and go through a thorough selection and recruitment procedure. This ensures they fully understand what is expected of an RG volunteer.

Overview:

- *Recruiting new volunteers:* Regular opportunities were taken throughout the year to recruit new volunteers. This included social media campaigns and website stories. A detailed role description for 'Radio Station Volunteer' is used as the main recruitment and selection tool. The procedure includes a number of steps which must be done and passed for a potential new volunteer to successfully complete the selection process. Steps included are:
  - On-line expression of interest: completion of the on-line enquiry form.
  - Invited to Meet & Greet\*: overview to the Charity, a tour of the studio and opportunity to engage with current volunteers.
  - Submission of application form: making reference to details in RG role description and supplying 2 references.
  - Invited to 'Welcome' session: expectations of being a volunteer of a hospital radio station are reiterated and the support network available within RG outlined. Subscription is paid and RG Rules of Membership are discussed and signed.
  - RG Induction Programme: guided through the process which will take between 3-6mths.
  - Completion of 6mth probation period.

\* Meet & Greets 2018:

Date	Number of attendees	Number of completed application forms	Number of applications that were successful
Feb	3	3	3
Mar	3	2	1
Apr	4	2	1
Jun	2	2	2
Jul	5	4	0
Oct	6	4	2
<b>TOTALS</b>	23	17	9

- *Policies and Procedures:* Two new policies – Safeguarding and Data Protection were written and introduced in 2018 along with a new online booking system to streamline the booking of studios for pre-records.
- *Communication:* Main activities/initiatives were:

- *Meetings*: four volunteer meetings and the AGM were held. These provide an opportunity to update volunteers and seek their input to projects and future initiatives.
- *Radio Glamorgan Newsletter*: one newsletter was produced and circulated to all volunteers prior to the June meeting.
- *Tea @RG*: continued and is an effective way for volunteers to socialise with each other before the start of the Volunteer Meetings.
- *Email correspondence*: key tool used to remind volunteers of events/news (99% of the members regularly access their email address) however posters are also displayed to ensure full coverage to the membership. Invitations to renew annual subscription is also sent via email with a link to access an online survey to register information regarding gift aid and give an opportunity to comment on aspects of RG.
- *White Boards within RG*: used to promote the monthly health topics. They are also utilised to update volunteers on key broadcasting messages and shows that need covering due to holiday leave.
- *Door to Studio 1*: Used primarily as a 'noticeboard' for the bucket collection sign-up sheet but also used for ad-hoc information to ensure the full membership were aware of activities.
- *Website*: news stories were regularly updated on the website.
- *Social Media*: volunteers were encouraged throughout the year to promote RG and its many activities via social media platforms – in particular Twitter. All new volunteers are encouraged to create an RG Twitter account that is separate from their personal / work Twitter account.
- *RG Website, Members area*: Continuous improvement and development of members' area on website has taken place. This area is accessed by a Username and Password. Once logged in, volunteers can access a variety of information including RG Constitution, policies, volunteer role description and rules of membership. In addition there are links to online forms that volunteers can use to register when they will be absent from RG, undertaking an interview or when there is a problem with the equipment.
- *Volunteers' attachment to RG*: Opportunities to enhance the volunteering experience and create a community of volunteers were sought. Highlights include:
  - *Group photograph*: This was taken before the Annual General Meeting and was an opportunity to get volunteers together in one place



to take a photograph for the RG archives. This ritual started in 2008 and therefore RG now has group photographs that have recorded the faces of volunteers over the last decade. The 2018 photograph was used for publicity and a mouse mat for Studio 1 was produced. In addition, a Volunteers display notice board has photos of all RG volunteers and is updated with photos of new recruits.

- *Pin badge:* Volunteers who pass their 6mth probation are presented with a specially made RG Volunteer pin badge.
- *Socials:* Two socials were arranged during 2018 – a Quiz night in UHW Sports and Social Club (Apr) and Christmas skittle night (Nov).
- *Volunteers Week:* RG worked with University Health Board (UHB) to maximise on the celebration week (1-7 June). Interviews with fellow UHB volunteers took place and RG volunteers were encouraged to tweet photos of themselves in the #CAVOL picture frame.
- *UHB Volunteer Thank You Event:* Four RG volunteers attended the event in October. It had



special significance as a certificate was presented in memory of John Wilce, RG volunteer who passed away in September. John had been a volunteer with us for 15 years.

- *Volunteer Development:* In 2018 the Associate Membership scheme was reviewed and agreed to continue into 2019. In addition, the category of membership 'Supporter' was continued – for volunteers unable to make a regular contribution to RG but still keen to pay a membership subscription.
- *Number of volunteers:* At the end of 2018 the number of volunteers is 37 with 5 of these being new recruits in 2018.



## 12. Broadcasting

Throughout the year opportunities were sought to keep RG's broadcasts engaging and relevant for the target audience (patients, staff and visitors to the University Hospital of Wales (UHW)). A Programming Team was established early in 2018. Initially four volunteers were involved with more showing interest by the end of the year.

Volunteers were encouraged to work more collaboratively together on shows, and new volunteers were recruited specifically to enable more multi-presenter shows.

Volunteers were also encouraged to do pre-records which were used to fill the schedule with more volunteer led programmes and opportunities were actively sought to promote health campaigns and engage with our listeners.

Overview:

- **Schedule:**
  - Live weekday core hours – 10am – 10pm
  - Live weekend core hours – 8am – 10pm
  - Broadcast schedule is 24x7During “out of hours” broadcasts are controlled through pre-programmed Myriad automation (*Mixture of non-stop music, features and pre-recorded shows*)
- **Features:** During 2018, we continued to broadcast short features - these included:
  - Richard Smith A-Z of Pop Quizzes (*1 minute segments posing mini questions about pop music*)
  - Word on Health (*Short pre-recorded health reports [average 3 minutes in length] of interest to listeners, updated on a regular basis to reflect current health issues*)
- **Health promotion:** A schedule for monthly health promotion topics continued in 2018. It was communicated to presenters by email and copies made available in the studios. Its detail and design was improved and combined signposting to relevant ‘Word on Health’ Myriad carts. Presenters are encouraged to include a feature during their weekly show based around the current health topics.
- **Outside Broadcasts (OB):** In May we supported the UHB celebrations for NHS70 by broadcasting an OB at their Bed Push and 5K & 10K runs. A team of volunteers were at the Cardiff Bay Barrage taking interviews and soaking up the



atmosphere. This was relayed back to volunteers in the studio who were doing a live show and could broadcast the interviews and help listeners feel like they were part of the event.



- *Interaction with listeners:* A Listener Engagement Team was established in 2018. Presenters actively encouraged requests and dedications during live programmes. The key tools used were:
  - Social media; in particular Twitter
  - RG request email address
  - Request box outside the studio
  - Studio phone line
  - RG website & app



We are very fortunate to be located on the main thoroughfare of the hospital and have large windows so passers-by can see into the studio. Patients, family and friends often engage with the presenter on air and ask for a request or dedication. Listener Engagement will be a main focus in 2019 with discussion started with UHB to work with them on a digital project they are running to engage patients into using the free WiFi.

- *Broadcasting to the bedside and other parts of the hospital:* Our profile has continued to be raised thanks to the Aroma coffee shop outlet that was installed across the corridor from the studio in 2017. The small seating area outside the

studio enables their customers to sit with their refreshments and listen to our broadcasts through the speakers in the corridor. An addition in 2018 was outside chairs and tables in the quadrant near RG entrance. Additional speakers or other ways to broadcast RG to this area, further down the corridor as you approach RG and the bedside will be investigated in 2019.

- **Special programming:** During 2018 there were a number of opportunities to create special programmes, these include:
  - **Simulcast with BBC Radio Wales:** as part of the celebrations for NHS 70<sup>th</sup> birthday, Wynne Evans broadcast his 11-1pm show on the 5 July from UHW. The second hour was broadcast from the RG studio. He chatted to patients, doctors, nurses, support staff and volunteers; including four RG volunteers - one of which is also a member of NHS staff.



- **Holiday shows:** across holiday periods and bank holidays we took the opportunity to have a special broadcast schedule. Easter, Spring, August Bank holiday, Christmas and New Year included pre-records that volunteers had prepared in the preceding weeks. Each was accompanied by news stories on the website and Twitter campaigns.
- **'The Decades of Hospital Radio Glamorgan':** a suite of shows produced by volunteers to celebrate the music from every year that RG has existed. Each of these one hour pre-recorded shows had been produced by volunteers and continued to have a regular slot throughout the year.
- **Interviews and performances:** During the year, some presenters organised for interviews and musical performances within their show (*both pre-recorded and*

*live*). Presenters are required to complete the on-line 'interview pro-forma' before the interview/ performance takes place to enable appropriate promotion (on social media channels / website) and to make the most of opportunities and connections across the various activities / existing networks that many of the other volunteers / Trustees are involved with.

- *Teenage Cancer Trust:* The collaboration entered its third year in 2018 and won a gold award at the Hospital Broadcasting Awards. Once a month a 2hr show 'TCT takeover' is broadcast live from RG. Patients and their support co-ordinator visit the studio and contribute to the show. Content includes updates on TCT, their events and fundraising. It is intended that this association will develop and grow in 2019 with more TCT patients and RG volunteers being involved.



L to r: Cath Perry, Nutrition and Hydration Week. Sue Bickerton, Theatre Nurse. Maria Battle, Chair of UHB (with Nigel Moore). Jamiee Rae, Endometriosis Awareness (with Celtic Gals).

- *Music Library & resources:* There are many resources available to presenters to use during their broadcasts. These were continually updated during 2018 and include:
  - The Myriad library: an extensive database of music which is available for shows and requests. An electronic copy of the Myriad library is available on the Members area of the RG website.
  - Jingles and Station ID's: which give the station a brand and consistent sound.
  - Public Service Announcements (PSA): actively acquired or produced in-house at the request of Charities and supporting organisations.

### 13. Training

During 2018 the RG Induction Programme has continued to develop. Ensuring that volunteers become trained in a variety of aspects of the Charity is key to the sustainability of the service. It has delivered structure and consistency in the training of new volunteers and is providing increased strength in knowledge and technical ability with each new wave of recruits.

#### Overview

- *RG Induction Programme:* All new recruits undertake the programme. In 2018 a new way of delivering it was trialled with the aim of instilling a culture of collaboration. A regular show on Thursday nights (Celtic Gals) became the first

step of induction for the majority of new recruits. They spent between 3-6 weeks there before moving on to more technical training with a regular show on Tuesday nights (Right Here, Right Now). Assessment of this new approach at the end of the year shows that it has given new recruits a wider view of volunteering at RG, they have experienced different broadcasting styles and shared their induction journey with more than one volunteer. The result has been that these new recruits are open to collaborating with fellow volunteers and have stepped forward to support tasks within RG beyond presenting a show.

- *Training aids:* Short training videos on how to use key equipment in Studio 1 is accessed by volunteers on the RG Members Area of website and helpful 'how to' guides giving a step by step guide on pre-recording in Studio 1 and Studio 2 are also available in the studio.
- *On-going training:* Training on the use of Studio 2 (to record pre-recorded shows), Myriad, Adobe Audition, and Audio logging software also took place as and when required.
- *Training and pairing up for shows:* Where possible volunteers were encouraged to pair up to present shows. This strategy enables buddying up to cover shows, increased interaction between volunteers and aids opportunities for request collection and interaction with passers-by.

We recognise the need to keep our training up to date and the evaluation of the training process and its continual improvement remains a priority for 2019.

#### 14. **Fundraising**

We continued to ensure that volunteers were aware of the need for RG to fundraise. With subscriptions alone, RG is only able to cover approximately 50% of its ongoing expenditure. This means that £2,000 a year is needing to be raised from fundraising activities just to achieve business as usual within the charity. To fix or replace broken equipment and to buy new equipment all requires extra fundraising.

Overview:

- *Supermarket bucket collections:* Volunteers took part in four bucket collections in local supermarkets during 2018. These included Tesco, Co-op, Asda and Sainsburys. This has proved to be a good source of income for the Charity, raising over £831.
- *Individual volunteer contributions:* Once again we were delighted to receive a company donation from Legal & General as a result of one of our volunteers working for them. L&G generously encourage their employees to support charities and their 'time match' initiative turns their volunteering time into money for their charity.
- *General fundraising:* other activities such as raffles at Volunteer Meetings helps raise some funds.

- *Fundraising goblets:* 25 RG branded goblets were purchased in 2016. During 2018 a few were distributed in local outlets however this will be an area of focus in 2019.
- *Co-op, Local Community Fund #TheCoopWay:* at the end of 2017 we were given the good news that we had been successful with our grant application to be a local cause and partnered with three Co-op stores. During 2018 one of the stores donated an Easter hamper that we raffled (raised £179) we also did a bucket collection (raised £74.25) and then at the end of the yearlong initiative, in November 2018 we received a percentage of the Co-op membership scheme fund (£2308.29). Therefore the link with the Co-op in 2018 raised £2561.64. The initial grant application had asked for £2,500 to go towards the refurbishment of our office area to make it a space for volunteers to improve their communication, broadcasting and technical skills - enriching their voluntary contribution and provide a welcoming space for guests to the studio.



L to r: RG volunteers on Easter raffle stall outside RG studio. RG volunteers saying 'thank you' to Co-op at their Christmas skittles night. Wendy – staff at UHW and winner of Easter hamper.

## 15. Marketing and Public Relations

Raising our profile within the hospital and externally continued to be a priority during 2018. A Promotion and Marketing Team was established however few volunteers were able to dedicate time. Our fundraising activities and link with BBC Radio Wales were good opportunities to create news stories and promotion on social media.

### Overview

- *Website (www.radioglamorgan.com)*: Website received regular updating with news stories and all presenters are asked to supply a short description about why they volunteer and a photograph. The website also offers links and guidance to visitors on how they can listen to RG online.
- *Social Media*: Our Twitter activity expanded during the year, we currently have 1,286 followers (1,235 in 2017 – 4 % increase). All presenters are encouraged to have a dedicated RG Twitter account (separate from their personal accounts) and tweet regularly to promote their show, health promotion and RG generally.
- *RG's free listener magazine*: The 2<sup>nd</sup> edition of our listener magazine was produced in September. We supplied the editorial content and the production company covered all costs including the printing of 2,000 high quality, full colour magazines. They sold advertising space and donated £500 to RG. Volunteers distributed copies around public areas of the hospital and within their local area and the Volunteer Manager in UHB ensured copies were distributed to all wards via the post room.
- *Outside the studio*: The screen outside our studio, located on the main thoroughfare of UHW, continues to be a great success in raising RG's profile and communicating with our audience.



- *Liaison with Cardiff and Vale University Health Board (UHB)*: We continued to work closely with the UHB PR department during 2018. They added an RG promotion slide to the television screens around the hospital and we liaising with them over a number of press releases and stories about our activities. Stories included:
  - New Year, new challenge – volunteer at RG

- Hospital Broadcasting Association Awards success
- BBC Radio Wales simulcast
- *RG video:* A promotional video was filmed and edited to help recruit new volunteers. It is a mix of many volunteers talking about their experience at RG. It has been uploaded to RG website and promoted on social media.
- *RG branded car air fresheners:* We had 500 air fresheners produced to help promote the station. The logo was on one side and website and how to listen on the other. They were distributed at bucket collections and a local car wash company.
- *RG branded clothing:* Branded polo shirts, T-shirts and hoodies are available for sale to volunteers and encouraged to be worn at all RG events including ward visits and outside broadcasts.



## 16. Cardiff and Vale, University Health Board (UHB) / Radio Glamorgan Accommodation

We have worked closely with many departments within UHB. This arrangement has proved beneficial for the on-going development for RG.

### Overview:

- *Patient Experience Department:* This relationship is a very important one to RG and the Volunteer Manager provides frequent support and is an essential link between RG and key departments within UHB, including Security, Estates, Ward Managers and IT. Key areas in 2018 were:
  - An RG A5 promotional flier printed and distributed bi-monthly to Ward Managers.
  - UHB Volunteer Thank you event in October attended by four RG volunteers.
  - Support and advice on specific volunteer cases.
- *Health promotion:* We have liaised with a number of health professionals within UHB in furtherance of our health related items in our programming, these include: World Kidney Day, Teenage Cancer Trust, Nutrition and Hydration Week.
- *Estates:* We have continued to work closely with Estates during 2018. There was a major failure of the air-conditioning unit in the RG office and their help to organise a maintenance visit ensured we were off air for as short a time period as possible.
- *Fire Officer:* We organised for the Fire Officer to visit RG and a number of actions were noted. These include: a risk assessment of the RG studio and office, training for RG volunteers in fire safety and an RG fire warden to be appointed to do regular checks. These actions will be taken forward in 2019.

- *Access & Security:* Safety issues and general access to the Jubilee Quadrant were discussed with UHB Security Manager. Access to RG is via a door fob system. This enables us to monitor our volunteers' (enter, exit - times and dates). Also for extra security, the studio/office doors lock out of core hours of broadcasting.
- *IT Department:* Continued support by the IT Department who assisted during conversations regarding the simulcast with BBC Radio Wales.
- *Storage room:* We have continued to make use of a storeroom in the lower ground floor of the hospital. This enables RG's equipment to be stored securely on-site at no cost.
- *Room bookings:* We have continued to be able to use the room booking facility of Cardiff University who are based within UHB. This has enabled us to access a large room free of charge for our regular volunteer meetings throughout 2018.

## 17. Hospital Broadcasting Association (HBA)

Radio Glamorgan (RG) is a member of the HBA - the national charity that supports and promotes Hospital Broadcasting in the UK.

Overview:

- *General contact:* Regular email correspondence is received and actioned if required.
- *General guidance and reports:* Volunteers were encouraged to access the HBA health promotion, general guidance documents and the research the HBA commissioned into the impact of hospital broadcasting on health outcomes for patients.
- *HBA Conference and Awards 2018:* The event was held on 24 March 2018. Three nominations were received and 2 trophy were won:
  - Silver award for 'Station Promotion'
  - Gold award for the Teenage Cancer Trust Takeover in the category of 'best programme with multiple presenters'.
- *HBA Awards 2019:* The autumn months of 2018 had RG preparing submissions for the Awards. RG submitted in a number of categories – including Station of the Year.

## 18. Studio and equipment

We are very fortunate to have high quality studios and equipment within RG. Maintaining them and ensuring they are performing effectively takes a great deal of time. Effort from all volunteers to ensure they use the equipment with care and sensitivity is essential to ensure its longevity.

At the start of 2018 the substantial job of re-furbishing the RG office began. This included new storage facilities and computers. Over the summer the air conditioning unit in the office stopped working causing very high temperatures. All equipment had

to be turned off and the studio was off air for a number of days while the situation was resolved.



RG office area before and after refurbishment



#### Overview:

- *Studio 1 & 2:* Furnished with easy to use equipment it provides an excellent environment for volunteers to broadcast their shows, interview guests and train new recruits. Studio 2 was used on occasions for new volunteers to practise their skills for pre-recording shows before they are considered for a live slot in the schedule.
- *Reporting of faults form / email:* Introduced in 2016 it has proved a very effective way to report faults in 2018. The form is accessed on the RG members' area of the website and is received by a few volunteers who may be able to fix the fault. As this is likely to not happen immediately, volunteers are advised to stay in the studio for the duration of the show.
- *Equipment:* During 2018 monitors, PC and hard drives were amongst the pieces of equipment needing replacing. Use of Studio 1 CD players continued to be monitored, following reports of intermittent problems. Use of memory sticks in the CD players and Myriad library were encouraged.

- *Flash-mic*: Continued to be used on an ad-hoc basis to record interviews and soundbites that are edited and broadcast. Although we have specialised 'live broadcast equipment', due to its complexity we continue to place this equipment in storage.
- *Backup and updating of software*: Permanent offsite backup continues to be completed every few months.
- *LCD monitor*: The monitor installed in the main corridor outside the studio is a very effective promotional tool for RG. With the cafe outlet opposite, the screen is on view to queuing customers. The presentation on the monitor runs 24/7 on a continuous loop.

## Financial Review

The Independently Examined statement of accounts for the year ending 31<sup>st</sup> December 2018 can be found in pages 20 & 21. Salient features of the accounts are as follows:

### 19. General Appraisal

Radio Glamorgan had a net surplus in 2018 of £1,352.64 (2017 surplus was £1,357.78). There is a healthy bank balance position of £13,591.39 (2017: £12,238.75).

### 20. Income

- *Gift Aid*: following a year where RG had not claimed gift aid, we were able to submit a claim in 2018 and therefore income increased to £929.46 (£370.35 in 2017)
- *Fundraising*: there was an increase of £1,271 on 2017. This was mainly due to the donations received from Co-op and Legal & General. .
- *Subscriptions*: were down slightly on last year - £214 decrease.

### 21. Expenditure

- Expenditure increased considerably to £6,469.51 (£4,860.60 in 2017). Whilst licences insurances and stationery etc remained constant the main increase was due to the office re-furbishment.

### 22. Reserve Funds

Radio Glamorgan does not operate a contingency fund as such, although the Barclays Business Premium Account is regarded as being earmarked for 'Future Development'.

The money taken for Door Entry Card deposits is held in the Bank Account, but in a different ledger, as it is not available for expenditure.

## Plans for future periods

The Trustees feel that RG is in a healthy financial position following the fundraising activities and donations received in 2018. Although fundraising will remain an important element of 2019, primary focus will be on ideas identified during a workshop session at the Volunteers Meeting on 23 January 2019. These are listed below and will be prioritised and taken forward if felt appropriate by the Trustees.

- Update programme schedule.
- Build a substitute list for filling in when presenters can't make their shows
- Training team, so not reliant on one person.
- Marketing team to share the load.
- Posters etc in hospital and outside x 2
- Street collection
- Fix the presenter mic which comes out of place
- Increase level of speakers (if only during live show)
- Increase quality of Myriad music
- Advert for members in local press
- Bucket collections
- Studio maintenance
- Working with the volunteer groups in the hospital - promote what they do/who they are
- Ward visits x 2
- Another hospital department show like Jamie & TCT - set up by recruiting and training new volunteers for multi presenter show x 2
- Connect with student radio organisations to encourage graduates to join
- RG Sign in concourse
- Request point in concourse
- Sell mugs with RG logo
- Generic pre-record for links out of hours programming
- Facebook/twitter ads x 2
- Dab licence
- Stream broadcast to Velindre and St Davids
- Re-brand
- Slogan
- Outside broadcast in garden in summer
- Fundraising/awareness
- Offer a platform for regular podcasts - uploads to spotify etc
- Promo video to share on social media (show what we do)
- Organise fundays, involve surrounding communities
- Broadcast from childrens ward - Easter and Christmas

- Twice annually disco to raise funds and awareness - Summer and Christmas x 2
- Live broadcast from concourse
- 24 hour live broadcast
- More daytime live broadcasts
- Investigate quality of streaming service
- Stall Outside RG
- More health interviews and interaction with staff x 2
- Social media policy and plan to improve awareness amongst younger potential volunteers

## **Approval by Management Committee**

This report was submitted to and approved by the Trustees on Monday 25 March 2019 for submission to the Annual General Meeting of Radio Glamorgan on Thursday 28 March 2019.

Signed on behalf of the Management Committee:



Miss Clare Sinclair (Chair)

Date: 28 March 2019

Radio Glamorgan (Morgannwg) Hospital Radio Service  
Reg No. 504534

**INCOME & EXPENDITURE ACCOUNT**  
YEAR ENDED 31st DECEMBER 2018

<b>INCOME</b>	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Donations (see Note 1 )	929.46	370.35
Fund Raising Events (see Note 2)	5,669.09	4,398.22
Subscriptions (see Note 3)	1,205.00	1,449.00
Bank & Bldg Society Interest (see Note 4)	18.60	0.81
Total Income	<u>£7,822.15</u>	<u>£6,218.38</u>
<b>EXPENDITURE</b>		
Equipment (see Note 5)	4,493.71	2,966.29
Promotional & Other (See Note 6)	746.08	503.16
Fees, Licences & Insurances (see Note 7)	1,229.72	1,391.15
Total Expenditure	<u>£6,469.51</u>	<u>£4,860.60</u>
SURPLUS / (DEFICIT) FOR YEAR	<u>£1,352.64</u>	<u>£1,357.78</u>

**BALANCE SHEET AT 31st DECEMBER**

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
<b>ACCUMULATED FUNDS</b>		
Balance B/fwd at 1st January	12,238.75	10,880.97
	<u>1,352.64</u>	<u>1,357.78</u>
Balance C/fwd at 31st December	<u>13,591.39</u>	<u>12,238.75</u>
	<u>£13,591.39</u>	<u>£12,238.75</u>
Surplus / ( Deficit) for year	0.00	0.00
Represented by :	<b>£</b>	<b>£</b>
Community Account	1,572.79	7,626.52
Business Saver Account (see Note 4)	<u>12,018.60</u>	<u>4,612.23</u>
	<u>13,591.39</u>	<u>£12,238.75</u>

C SINCLAIR  CHAIRWOMAN

I EDWARDS  TREASURER

Radio Glamorgan (Morgannwg) Hospital Radio Service  
 Reg No. 504534  
 INCOME & EXPENDITURE ACCOUNT - NOTES  
 YEAR ENDED 31st DECEMBER 2018

<b>1. DONATIONS RECEIVED</b>	<b>2018</b>	<b>2017</b>
	£	£
Grants - Gift Aid	929.46	370.35
	<u>929.46</u>	<u>370.35</u>
<b>2. FUND RAISING EVENTS</b>	<b>2018</b>	<b>2017</b>
	£	£
Members Raffle	216.48	86.75
Store Collections	831.17	817.19
Donations to others	4,473.39	1,800.00
Sponsorships - 50@50	148.05	1,694.28
	<u>5,669.09</u>	<u>4,398.22</u>
<b>3. GIFTS</b>	<b>2018</b>	<b>2017</b>
	£	£
Subscriptions	1,205.00	1,419.00
Entry card Deposit	-	30.00
	<u>1,205.00</u>	<u>1,449.00</u>
<b>4. BANK ACCOUNTS</b>	<b>2018</b>	<b>2017</b>
	£	£
Bank Interest	18.60	0.81
	<u>18.60</u>	<u>0.81</u>
<b>5. EQUIPMENT</b>	<b>2018</b>	<b>2017</b>
	£	£
Expenses:		
Equipment Purchased	900.11	1,856.46
Broadband / Internet fees / Streaming	1,302.17	1,109.83
Studio 2 Refurb	2,291.43	-
	<u>4,493.71</u>	<u>2,966.29</u>
<b>6. PROMOTIONAL &amp; OTHER</b>	<b>2018</b>	<b>2017</b>
	£	£
HBA - Subscription	125.00	50.00
Promotional Costs	621.08	453.16
	<u>746.08</u>	<u>503.16</u>
<b>7. FEES, LICENCES &amp; INSURANCES</b>	<b>2018</b>	<b>2017</b>
	£	£
Insurances	779.52	768.95
Fees & Licences	450.20	622.20
	<u>1,229.72</u>	<u>1,391.15</u>