



# **HOSPITAL RADIO GLAMORGAN**

Annual Report and Accounts 2019

The report has been agreed by the Trustees for submission to, and adoption by members at the Annual General Meeting on Wednesday 29<sup>th</sup> April 2020.

## Reference and Administrative details

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 charity number is 504534
3. The governing instrument of the charity is its constitution, adopted 7<sup>th</sup> August 1975 as amended 15th June 2016
4. The names of the trustees who served during 2019 are as follows  
Mr Jason Manly  
Mr Ian Edwards (Treasurer)  
Mr Andrew Woolfe (*From July*) (Secretary)  
Mr Grant Palmer  
Mr Jamie Pritchard (Chair)  
Mr Howard Jacobson  
Mr Byron Brain
5. The charity operates two bank accounts at Barclays Bank, one of which is the Business Premium Account which is earmarked for 'future developments'
6. The independent examiner of the accounts for the 2019 financial year is Steve Bickerton

## Structure, Governance and Management

7. Radio Glamorgan is organised as follows
  - i) The charity 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. Chair
    - 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 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 step up and 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 objectives 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 surrounding counties by providing a broadcasting service for hospitals, hospices, care 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 to 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 facilities at the Studios within its financial resources

## Achievements and Performance

The trustees are pleased to report the following:

### 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 process, 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, website stories and providing information to passers-by at collections.

A detailed role description for 'Radio Station Volunteer' is used as the main recruitment and selection tool. The procedure includes several steps which must be completed for a potential new volunteer to successfully complete the selection process. Steps included are:

- Online expression of interest (Online Enquiry form)
- Invited to a meet and greet\* (Held at the Studio) where an overview of the charity is given alongside an opportunity to engage with current volunteers
- Submission of an application form: Referring to details in the RG role description and supplying two references
- Invited to a 'Welcome Session': Expectations of being a volunteer of RG are reiterated and details of the support network available. Subscription is paid and the RG Rules of Membership are discussed and signed
- RG Induction programme: Guided through the process which will take 3-6months
- Completion of 6-month probation period

#### *\*Meet and Greets 2019*

Month	Number of Attendees	Number of completed application forms	Number of applications that were successful
Feb	1	1	1
June	2	2	0
October	10	2	1

*Policies and Procedures:* Safeguarding, Data protection and Social media policies were reviewed following their introduction in previous years.

*Communication:* Main activities/initiatives were:

- *Meetings:*  
Four volunteer meetings were held alongside the AGM. These provide a prime opportunity to update volunteers and discuss any issues or future developments that may be undertaken
- *Email correspondence*  
This is a primary way to update volunteers of matters of all kinds. (Posters were also displayed for certain things such as bucket collections)  
Invitations to renew subscription were also sent via email along with a questionnaire so there is a record of up-to-date contact details
- *White board within RG*  
These were used to promote monthly health topics. They are also utilised to update volunteers on key broadcasting messages.
- *Doors in the foyer*  
Used to notify of bucket collections or ad-hoc information to ensure members were kept updated
- *Website*  
News stories were added throughout the year
- *Social Media*  
Volunteers were encouraged to tweet from 'show accounts' however followers have increased on all three main social platforms that RG is signed up to. They are Facebook, Twitter and Instagram

*RG Website, Members Area:*

Volunteers can access a variety of information including the RG Constitution, policies and rules of membership.

In addition, there are links to forms that can be used to inform when a presenter is absent, undertaking an interview or when there is a problem with 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 AGM. An opportunity to get volunteers all in one place. The ritual began in 2008 and has continued ever since.

*Pin badge:*

Volunteers who pass their 6-month probation are presented with a special RG pin badge

### *Volunteers Week:*

RG worked with the University Health board (UHB) to maximise promotion of the week. A handful of RG volunteers recorded why they are involved with RG.

During this week, our studio was renamed after 'John Wilce', a dedicated volunteer of RG who passed away in 2018.

### *UHB Volunteer Thank You Event:*

Two RG volunteers attended the event which was held in November.

### *Number of Volunteers:*

At the end of 2019 the number of volunteers is 29 with 2 being new recruits.

We sadly lost our longest serving member, Karlo King at the end of December 2019. Karlo had been a volunteer at Radio Glamorgan since 1978 and presented a show on a Monday night between 8-10pm. He is sorely missed by all at the station and we hope to put together a special show in memory of Karlo to be broadcast during 2020.

## **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 in 2018 and have contributed to the stations output in one way or another.

Volunteers were encouraged to work more collaboratively together on shows.

They 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 listeners

### Overview:

#### - *Schedule*

Live weekday core hours – 10am-10pm

Live weekend core hours – 9am-10pm

Broadcast schedule is 24/7

When there is no live presenter led programme, broadcasts are controlled through Myriad (playout software) which includes a mix of music, health promotions and pre-recorded shows

#### - *News Service*

In July 2019, we introduced a news service provided by an external company, 'Radio News Hub'. The bulletins are distributed via Dropbox and imported automatically into our playout system.

Bulletins were introduced during out of hours programming and during a selection of

live shows too

- *Features:*

During the year, we continued to broadcast short features to accompany a mix of music – these included

*Richard Smith A-Z Trivia Challenge* (1-minute segments posing questions)

*Word on Health* (Short pre-recorded health reports which are on average three minutes in length, updated on a regular basis)

- *Health Promotion:*

A schedule for monthly health promotion topics continued in 2019. It was communicated to presenters by email and copies were made available in the studio. The document signposted volunteers to relevant word on health reports that could be incorporated into shows

- *Interaction with listeners:*

A listener engagement team was established in 2018. Presenters actively encouraged requests and dedications during live programmes.

Social Media, RG request email address, request box outside studio, studio phone line and the website/app

We are extremely fortunate to be located on the main thoroughfare of the hospital and have large windows so passers-by can see into our studio.

Listener engagement continues to be a focus in 2020 with discussions ongoing of how we can be involved more with patients and staff at the UHW.

- *Broadcasting to the bedside and other parts of the hospital:*

Our profile has continued to grow and that is due to several factors. In 2017, Aroma opened a coffee shop opposite our studio with a small seating area located directly outside our studio. We also had the opportunity to promote our service to patients, staff and visitors to the UHW by having a stall in the concourse of the hospital.

Additional speakers continue to be investigated in 2020

- *Special programming:*

During 2019, we introduced an exclusive new series called 'Music was my first love'. This programme launched in November with Michelle Fowler (Volunteer services manager at Cardiff and Vale UHB) being the first guest. The aim of the programme is to get the guest whether it be volunteer of RG or a notable known figure to choose 10 of their favourite songs. The series is hosted by Andrew Woolfe and so far, 30+ shows have been recorded with more planned for 2020 to be broadcast on Mondays, Wednesdays and Fridays at 10pm.

Holiday shows:

Across bank holidays and during Easter/Christmas there were special programmes broadcast (A mix of live and pre-recorded). The special schedules were promoted on social media/RG website

- *Interviews and performances:*

During the year, some presenters organised interviews and musical performances which were broadcast either live or at a slightly later date.

- *Teenage Cancer Trust:*

The collaboration with the charity began in 2016.

In 2018, the show won gold at the National Hospital Radio Awards and continues to broadcast short pre-recorded interviews/features on a Sunday afternoon, presented live where possible.

- *Music Library and Resources:*

There are many resources available to presenters to use during their broadcasts. These continue to be updated

*The Myriad Library:*

An extensive database of music which is available for shows/requests. An excel document is also available for presenters to plan shows when not at the studio.

*Jingles/Station IDs:*

These give the station a brand/consistent sound – These were refreshed in 2019

*Public Service Announcements (PSAs):*

Actively acquired or produced in-house at the request of charities and supporting organisations.

### **13. Training**

During 2019, the RG induction Programme has continued to develop. Ensuring that volunteers were 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.
- *Training Aids:*  
Short training videos on how to use key equipment in Studio 1 can be accessed by volunteers on the RG members area of the website alongside 'how to' guides giving step-by-step guides on pre-recording and other key areas are available in the studio.

*Ongoing training:*

- *Pairing up on shows:*  
Where possible, volunteers are encouraged to pair up to present shows whether this be a regular occurrence or one-off specials. This strategy enables buddying up to cover shows, increased interaction between volunteers and builds a rapport.

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 2020.

#### **14. Fundraising**

We continued to ensure that volunteers were aware of the need for RG to fundraise.

With subscriptions alone, RG is not able to cover all expenditures. (50%)

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 kit all requires extra fundraising.

#### Overview

- *Supermarket bucket collections:*  
Volunteers took part in several bucket collections in local supermarkets during 2019. These included Tesco, Sainsburys and a new opportunity to collect at Lidl stores across Cardiff.  
This has proved to be a great source of income, raising over £1,200.
- *Individual volunteer contributions:*  
Once again, we were delighted to receive a company donation from Legal and General as a result of one of our volunteers working for them. Legal & General generously encourage their employees to support charities and their 'time match' initiative turns their volunteering time into money for their chosen charity.
- *General fundraising:*  
Other activities such as raffles at volunteer meetings and appearances within the concourse at the UHW has helped raise some more funds too.

## 15. Marketing and PR

Raising our profile within the hospital and externally continued to be priority in 2019.

### Overview

- *Website ([www.radioglamorgan.com](http://www.radioglamorgan.com)):*  
The site is a 'one-stop shop' for everything RG, providing information on shows, bucket collections and a way to listen to the station too.
  
- *Social Media @RadioGlamorgan*  
We continued to use Twitter, Facebook and Instagram to promote activity, whether that be specific shows or volunteers out and about at bucket collections.  
Twitter followers increased to 1,340, Facebook likes increased to over 1,000 and Instagram continues to grow with 150 followers.
  
- *RG Magazine:*  
The 3<sup>rd</sup> edition of the magazine was produced in September. We supplied the editorial content and the external company covered costs including the printing of 4,000 high quality, full colour magazines. They sold advertising space and donated £250 to Radio Glamorgan.  
Copies were distributed around the hospital, at bucket collections and volunteers also delivered copies within their workplaces/where they live.
  
- *Pens/Leaflets*  
There was an investment in pens which could be handed out at bucket collections and station events. 'Generic' Professional leaflets were also created to promote the service around the hospital and surrounding areas.
  
- *Studio External:*  
The screen outside of our studio, located on the main thoroughfare of the UHW continues to be a great way of raising the profile of our station. It's updated with information for the station and any useful content that would be of interest to passers-by.
  
- *Screens in the concourse/other parts of the hospital:*  
In April 2019, we were given the opportunity by the Health board to have three slides on the hospital network of screens so we could promote our service further.
  
- *Liaison with Cardiff and Vale University Health Board (UHB):*  
We continued to work closely with the PR department in 2019. We liaised with them regarding stories about our activities; stories included the renaming of the Radio Glamorgan Studio and focussing on Volunteers Week

## **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 ongoing development for RG.

### Overview

- *Patient Experience Department:*  
This relationship is an especially important one to RG and the volunteer manager provides frequent support. They are an essential link between RG and key departments within UHB, including Security, Estates, Ward Managers and IT. Key areas in 2019 were:  
Support and Advice on specific volunteer cases  
UHB Volunteer Thank You Event in November, which was attended to by two RG Volunteers
- *Health Promotion:*  
We have liaised with several health professionals within the UHB in furtherance to our health-related programming.  
World Cancer Day, World Mental Health Day,
- *Estates:*  
We have continued to work closely with Estates to establish and rectify problems.
- *Fire officer:*  
Several actions have been noted and continue to be monitored
- *Access & Security:*  
Safety issues and general access to the Jubilee Quadrant were monitored. Access to RG is via a door fob system, which enables us to monitor volunteer's entry and exit times. Also, for extra security, doors are locked out of core hours of broadcasting.
- *IT Department:*  
Continued support by supplying us with a contingency to be able to broadcast whilst work was undertaken.
- *Room bookings:*  
we have continued to be able to use the room booking facility via the volunteer services manager at the UHB. This has enabled us to have access to a large room to hold volunteer meetings throughout 2019.

## **17. Hospital Broadcasting Association (HBA)**

Radio Glamorgan (RG) is an active 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, documents and the research the HBA commissioned into the impact of hospital broadcasting on health outcomes for patients
  
- *HBA Conference and Awards 2019.*  
The annual event was held in Stoke-on-Trent in March.
  
- *HBA Awards 2020:*  
The latter part of 2019, volunteers prepared submissions for the awards. RG submitted several entries in a range of categories, including Station of the Year. The 2020 conference will be held in Bolton.

## **18. Studio and Equipment**

We are extremely fortunate to have high quality studios and equipment however maintaining them, ensuring they are performing effectively takes a great deal of time and effort.

In 2018, the office area was refurbished which continues to be utilised and in 2020 we hope will be improved further subject to approval.

### Overview

- *Studio 1:*  
Furnished with easy to use equipment and provides an excellent environment for volunteers to broadcast shows, entertain guests and train new recruits.
  
- *Studio 2:*  
During 2019, this facility was used less and less and is due an upgrade which is planned for 2020.
  
- *Reporting of faults:*  
Two methods of reporting are used, one via the RG members area of the website the other direct via email. When submitted, a 'bounce-back' email is generated to notify that the issue has been reported.

- *General equipment:*  
During 2019, some monitors, PC's and hard drives were replaced. CD Players were also replaced having been a topic of discussion for many months.
  
- *Flashmic:*  
This facility continued to be utilised as/when to record audio outside of the studio complex.
  
- *Backup and updating of software:*  
A permanent offsite backup continues to be completed regularly by our Engineer.
  
- *LCD Monitor:*  
The monitor installed in the main corridor outside of the studio is a very effective promotional tool for RG. With the café outlet opposite, the screen is in direct view of queuing customers. The presentation runs on a loop 24/7.

## Financial Review

Accounts for the year ending 31<sup>st</sup> December 2019 can be found on subsequent pages.

Salient features of the accounts are as follows:

### 19. General Appraisal

Radio Glamorgan had a net deficit in 2019 of -£2,660.43 (2018 Surplus was £1,352.64) however a healthy bank balance remains at £10,930.96 (2018: £13,591.39)

### 20. Income

*Gift Aid:* We submitted a claim and received £200.92 (Previously we claimed for two years in one, amounting to £929.46 for 2017 & 2018)

*Fundraising:* There was a decrease of £2,615.94 however during 2019 we had fewer 'donations from others' but promising that there was an increase of £514.34 in Store bucket collections

*Subscriptions:* These were slightly down on the previous year - £275.00 decrease

### 21. Expenditure

Expenditure increased to £6,876.17 (£6,469.51 In 2018) owing to a slight increase in fees and investment in promotional material

### 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 Fob Deposits, is held in the bank account but under a different ledger as it is not available for expenditure.

Radio Glamorgan (Morgannwg) Hospital Radio Service  
 Reg No. 504534  
**INCOME & EXPENDITURE ACCOUNT**  
 YEAR ENDED 31st DECEMBER 2019

	2019 £	2018 £
<b>INCOME</b>		
Donations (see Note 1 )	200.92	929.46
Fund Raising Events (see Note 2)	3,053.15	5,669.09
Subscriptions (see Note 3)	940.00	1,205.00
Bank & Bldg Society Interest (see Note 4)	21.67	18.60
Total Income	<u>£4,215.74</u>	<u>£7,822.15</u>
<b>EXPENDITURE</b>		
Equipment (see Note 5)	4,623.90	4,493.71
Promotional & Other (See Note 6)	985.75	746.08
Fees, Licences & Insurances (see Note 7)	1,266.52	1,229.72
Total Expenditure	<u>£6,876.17</u>	<u>£6,469.51</u>
<b>SURPLUS / (DEFICIT) FOR YEAR</b>	<u><u>-£2,660.43</u></u>	<u><u>£1,352.64</u></u>

**BALANCE SHEET AT 31st DECEMBER**

	2019 £	2018 £
<b>ACCUMULATED FUND</b>		
Balance B/fwd at 1st January	13,591.39	12,238.75
	<u>-2,660.43</u>	<u>1,352.64</u>
Balance C/fwd at 31st December	<u>10,930.96</u>	<u>13,591.39</u>
	<u><u>£10,930.96</u></u>	<u><u>£13,591.39</u></u>
	0.00	0.00
Surplus / ( Deficit) for year		
Represented by :	£	£
Community Account	1,921.25	1,572.79
Business Saver Account (see Note 4)	<u>9,009.71</u>	<u>12,018.60</u>
	<u><u>10,930.96</u></u>	<u><u>£13,591.39</u></u>

J PRICHARD

CHAIRMAN

I EDWARDS

TREASURER

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

	2019 £	2018 £
<b>1 - DONATIONS Received</b>		
Grants - Gift Aid	<u>200.92</u>	<u>929.46</u>
	<u>200.92</u>	<u>929.46</u>
<b>2. FUND RAISING EVENTS</b>		
Members Raffle	58.00	216.48
Store Collections	1,345.51	831.17
Donations from others	1,649.64	4,473.39
Sponsorships - 50@50	-	148.05
	<u>3,053.15</u>	<u>5,669.09</u>
<b>3. GIFTS</b>		
Subscriptions	930.00	1,205.00
Entry card Deposit	10.00	-
	<u>940.00</u>	<u>1,205.00</u>
<b>4. BANK ACCOUNTS</b>		
Bank Interest	-	18.60
	<u>-</u>	<u>18.60</u>
<b>5. EQUIPMENT</b>		
Expenses:		
Equipment Purchased	3,682.68	900.11
Broadband / Internet fees / Streaming	941.22	1,302.17
Studio 2 Refurb	-	2,291.43

		<u>4,623.90</u>	<u>4,493.71</u>
<b>6. Promotional &amp; Other</b>		2019 £	2018 £
	HBA - Subscription	100.00	125.00
	Promotional Costs	<u>885.75</u>	<u>621.08</u>
		<u>985.75</u>	<u>746.08</u>
<b>7. Fees, Licences &amp; Insurances</b>		2019 £	2018 £
	Insurances	803.12	779.52
	Fees & Licences	<u>463.40</u>	<u>450.20</u>
		<u>1,266.52</u>	<u>1,229.72</u>

## **In the 2018 Annual Report, we outlined our plans for future periods.**

During a trustees meeting in 2019, the list was discussed, and our intentions are as follows

- Update Programme Schedule – Ongoing
- Build a substitute list for filling in for presenters when absent – On hold
- Training team, so not reliant on one person – Ongoing
- Marketing team to share the load – TBC
- Posters in hospital – This continues to be dealt with in 2020
- Street Collection – Not moving forward
- Fix the presenter mic which comes out of place – COMPLETE
- Increase the level of speakers – Being monitored
- Increase quality of myriad music – Ongoing
- Advert for members in local press – Not moving forward
- Studio Maintenance – Ongoing
- Working with volunteer groups in the hospital – Ongoing
- Ward Visits – Ongoing
- Another hospital department show like TCT – On hold
- Connect with Student radio organisations – COMPLETE
- RG Sign in Concourse – COMPLETE
- Request point in concourse – Under Investigation
- Sell mugs with RG Logo – On Hold
- Generic Pre-record links for out of hours – Ongoing
- Facebook/Twitter Ads – Not effective
- DAB Licence – Not moving forward
- Stream broadcast to Velindre/St David's – Being investigated
- Re-brand – No
- Slogan – No Change
- Outside broadcast in garden in summer – on hold
- Fundraising/Awareness – ongoing
- Offer a platform for regular podcasts – Not moving forward
- Promote video to share on social media – COMPLETE
- Organise fundays – Involve surrounding communities – On hold
- Broadcast from Children's ward (Easter/Christmas) – On hold
- Disco
- Live broadcast from concourse – on hold
- 24-hour live broadcast – on hold
- More daytime live broadcasts – ongoing
- Investigate quality of streaming service – COMPLETE / Monitoring ongoing
- Stall outside RG – Cannot happen, however concourse stall
- More health interviews, interaction with staff – ongoing
- Social media policy, plan to improve awareness – COMPLETE/Ongoing

Approval by Management Committee

This report was submitted to and approved by the Trustees on Wednesday 11<sup>th</sup> March 2020 for submission to the Annual General Meeting of Radio Glamorgan on Wednesday 29<sup>th</sup> April 2020.

Signed on behalf of the Management Committee

Mr Jamie Pritchard (Chair)

Date: Wednesday 29<sup>th</sup> April 2020