



# **HOSPITAL RADIO GLAMORGAN**

Annual Report and Accounts 2020

The report has been agreed by the Trustees for submission to, and adoption by members at the Annual General Meeting on Wednesday 24<sup>th</sup> March 2021.

## 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 2020 are as follows  
Mr Jason Manly  
Mr Andrew Woolfe (Secretary)  
Mr Grant Palmer  
Mr Richard Manning (Treasurer)  
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'

## Structure, Governance and Management

6. 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

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

## **Objectives and Activities**

8. 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

9. 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**

### **Chairman Address/Report**

This annual report is going to be like no other report that has been published before.

January 2020 began 'as usual', but then two months later our worlds were turned upside down.

On 17<sup>th</sup> March we were given strict guidance from the Cardiff and Vale University Health board to suspend volunteer activity in the hospital due to the rising cases of Covid-19.

A few days later, the 23<sup>rd</sup> March Boris Johnson addressed the nation as a whole and the message was to 'stay at home'.

The following few weeks would be a real challenge for each one of us in all aspects of our lives. Being involved in Radio Glamorgan is more than just presenting a show as there is the social side when it comes to fundraising events, the friendship between shows and the unification between all of us when it comes to music.

We have not been able to fully do what we usually do during the last 12 months but thanks to the dedication of volunteers, below is a summary of what we have achieved and how we've adapted during the global pandemic.

*Jamie Pritchard – Chairman*

## Membership

Radio Glamorgan (RG) is manned 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.

During 2020, we had 31 applications to join Radio Glamorgan. 4 meetings were held over 'zoom' to introduce new applicants to the station.

### Standard Membership 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\* (usually 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 2020*

Month	Number of Attendees	Number of completed application forms	Number of applications that were successful
Sept/Nov	17	3	2

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

## Communication

Due to the pandemic, there was a slight shift in the way communication was achieved.

Members were encouraged to chat to each other by text/email/phone, check up on each other to see how they were doing.

### Meetings

The first meeting of 2020 was held in person but thereafter, meetings were held virtually on Zoom. This included the AGM which was delayed by a few weeks because of the restrictions being announced a few days before it was due to take place.

These have been well-attended, and information was clearly relayed using presentations/ the ability to screen share.

### Emails

Email correspondence continued on a regular basis, one of the prime sources of keeping volunteers up to date with 'all things Radio Glamorgan'. This included details about virtual fundraising events, meetings, and updates regarding studio access.

### Social Media Activity

During the year we saw a rise in followers and likes on social media channels (RG uses Facebook, Twitter, and Instagram). We also saw a rise in engagement on posts on Facebook which was used to raise awareness of our service and the fact we were still on air during the pandemic.

### RG Website, Members Area/Volunteer Toolkit

The Radio Glamorgan website had an overhaul during 2020 to make it more user friendly for all devices (*predominately tablets and phones as these tend to be the prime source of listening whilst in hospital*)

The redesign was positively received amongst listeners and volunteers alike.



The members area was slightly tweaked and became the 'Volunteer Toolkit', where volunteers can access a variety of 'tools' to help with their time at Radio Glamorgan. This included show promotional slides, a guide on how to record a show from home and other useful resources too.

*Volunteers' attachment to RG:*

Opportunities to enhance the volunteering experience and create a community of volunteers were sought. Highlights include

*Weekly RG Quizzes:*

For several weeks, each volunteer took it in turns to host an internal quiz. These were positively received as they were a way to keep us all connected and at the same time keep everyone engaged in what's happening with the charity.

*Group photograph:*

This was taken virtually before the AGM as a 'screenshot'. An opportunity to get volunteers all in one place. The ritual began in 2008 and has continued ever since.

*Volunteers Week:*

RG worked with the University Health board (UHB) to maximise promotion of the week with interviews that took place remotely with the Patient Experience Team based at the UHW. A handful of RG volunteers recorded why they are involved with RG and these were scheduled throughout the week.

*Number of Volunteers:*

At the end of 2020 the number of volunteers is 29 with 4 being new recruits.

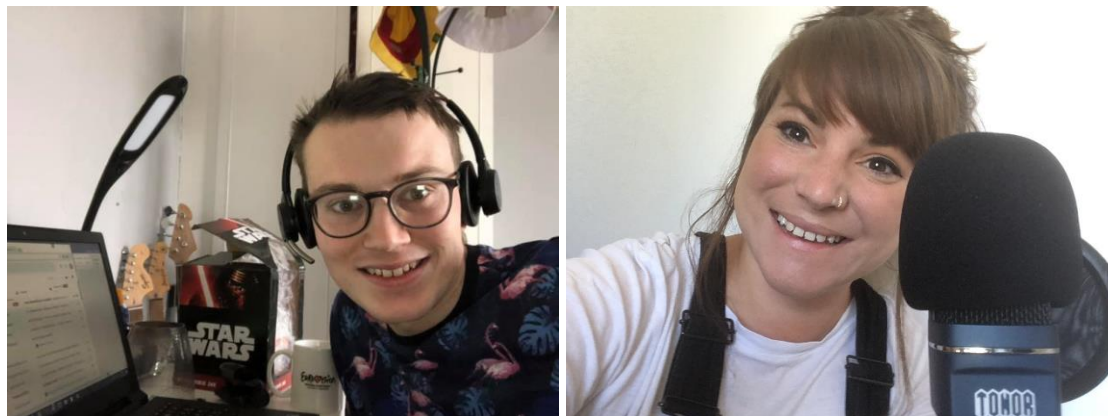


## Broadcasting

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])

Due to the impact of the pandemic, shows were predominately pre-recorded from home.

This was helped by a grant from the Wales Coronavirus Resilience Fund which helped us pay for microphones which were distributed to volunteers safely.



As a result of this, *320 hours of fresh programming* was produced 'from home' during the year, of which these shows were able to be repeated so that less non-stop music would be heard.

Thanks to our IT Infrastructure kept maintained by our engineer Andrew Jenkins, this process was made easier to schedule programmes for broadcast.

However, during June we suffered a 'cyber-attack' which was out of our control which resulted in Radio Glamorgan being off-air for several days. Normal service was not able to resume for a few weeks. A significant amount of work took place during this time to restore output and several months later, work continues behind the scenes to rectify any anomalies.

In addition to this:

- *News Service:*  
We continued to utilise a news service provided by an external company, 'Radio News Hub'. The bulletins are distributed via Dropbox and imported automatically into our playout system so involves no 'human interaction' ensuring up-to-date information for listeners.

Bulletins were used throughout the day and night to keep listeners informed

- *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 2020. It was communicated to presenters by email and copies were made available on the volunteer's toolkit.

The document signposted volunteers to relevant word on health reports that could be incorporated into shows

- *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.

In 2021, it is anticipated where possible to investigate more areas where Radio Glamorgan can expand to, but this all depends on lockdown restrictions/ Government Guidelines.

- *Special programming:*

During 2019, we introduced an exclusive new series called 'Music was my first love'. The aim of the programme is to get the guest whether it be volunteer of RG or a notable figure to choose 10 of their favourite songs. The series is hosted by Andrew Woolfe and 50+ shows have been recorded with more planned for 2021 to be broadcast on Mondays, Wednesdays and Fridays at 10pm.

We also began a partnership with Harmoni Cymru who work closely with the patient experience team within the Cardiff and Vale UHB. They are a talented group of musicians who record 'sets' for broadcast on Radio Glamorgan on a Sunday morning at 9am.

In addition, we partnered with the Sport Journalism course at the University of South Wales. Students would produce a half hour programme 'all about sport', featuring interviews, a look ahead to the fixtures and chat about what's gone on during the last 7 days. These shows are broadcast on a Friday evening at 6.30pm and Saturday morning at 9.30am.

*Holiday shows:*

Across bank holidays and during Easter/Christmas there were special programmes

broadcast. 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 but came to a natural end in 2020 due to the passing of one of the show's presenters.
  
- *The 'Myriad' Library/Music Resources:*  
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. This was updated during the year due to technical issues mentioned earlier in this report. Any useful relevant resources continued to be updated, more so during 2020 on the Volunteer's Toolkit.
  
- *Jingles/Station IDs:*  
These give the station a brand/consistent sound – Our jingle package was slightly refreshed in 2020
  
- *Public Service Announcements (PSAs):*  
Actively acquired or produced in-house at the request of charities and supporting organisations. During 2020 we obtained copy regarding 'Coronavirus' which advised on hand washing, making space and staying at home where possible.

## Training

During 2020, the RG induction Programme continued to develop where possible. Our plans were put on hold due to the pandemic. Ensuring new volunteers are trained in a variety of aspects of the charity is key to the sustainability to the service. The programme is designed to 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:*

- *Refresher Training:*  
Volunteers are encouraged to ask others involved in Radio Glamorgan if they are not quite sure about certain aspects or need a greater understanding – this includes recording at home.

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 2021.

During 2020 naturally due to distance, a number of individuals shared knowledge especially when it came to recording shows from home which for some was a brand-new experience which proved invaluable.



## **Fundraising**

As a charity, we continued to ensure that volunteers were aware of the need for RG to fundraise to keep our service going from strength to strength.

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.

Due to the pandemic, fundraising events were few and far between but we adapted with the changing climate.

### Overview

- *Supermarket bucket collections:*  
These are normally a big part of our income; however, no bucket collections were able to take place due to the pandemic
  
- *Virtual Quizzes:*  
A number of these took place (via 'Virtual Quiz Events') during 2020 to generate some interest in Radio Glamorgan and at the same time raise some funds.
  
- *Online Raffle:*  
To end the year, we held a Christmas raffle (via Raffall) which proved popular raising just shy of £300. We plan on holding more of these during 2021.
  
- *Individual contributions:*  
We were incredibly grateful to some RG volunteers and friends of the station who either donated money or managed to gain funding via their employer.

## Marketing and PR

Despite the pandemic, raising our profile within the hospital and externally continued to be priority in 2020.

### Overview

- *Website ([www.radio Glamorgan.com](http://www.radio Glamorgan.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 initiatives  
Twitter followers increased to 1,400, Facebook likes increased to over 1,100 and Instagram continues to grow with 210 followers.
  
- *Leaflets:*  
Produced in 2019, these continued to be utilised during the last year. With the help of the patient experience team based at the University Hospital of Wales, they were able to promote our service to areas we were not able to reach. This partnership will continue in 2021 as we look to ensure all departments know about our service to inform patients.
  
- *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 is updated with information for the station and any useful content that would be of interest to passers-by/ customers of Aroma.  
  
We anticipate in 2021 to add another screen and refresh the design.
  
- *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. This continued in 2020.
  
- *Liaison with Cardiff and Vale University Health Board (UHB):*  
We continued to work closely with the PR department in 2020. We liaised with them regarding stories about our activities; stories included focussing on Volunteers Week, Award successes and being there for patients during the pandemic.

## 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 2020 were:

Support helping us to promote our service to areas we are not able to reach  
Guidance when it came to volunteers and their wellbeing

- *Health Promotion:*

We have liaised with several health professionals within the UHB in furtherance to our health-related programming.

Including World Cancer Day, World Mental Health Day,

- *Estates:*

We have continued to work closely with Estates to establish the causes of any problems and rectify them

- *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:*

We continue to work alongside them to ensure we are compliant.

- *Room bookings:*

Due to meetings being moved online due to the pandemic, this facility was not available to us from March 2020 onwards. However, we are still able to use rooms across the hospital where possible, these booked via the Patient Experience Team.

## **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 2020:*  
The annual event was due to be held in Bolton in March but due to the pandemic, this was cancelled. The event was held virtually, and we were very happy to pick up the gold award for Station Promotion for 'Music was my first love'.
  
- *HBA Awards 2021:*  
The latter part of 2020, volunteers prepared submissions for the awards which is anticipated to be held virtually once again. RG submitted 12 nominations for consideration which included an entry for 'Station of the Year'.

## 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.

### 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:*  
Plans to refurbish this space were put on hold due to the pandemic  
  
There are plans to source significant funding to enhance the space to create a suitable environment for recording shows/interviews/training
  
- *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 2020, some monitors, PC's and hard drives were replaced because of the cyber-attack during June. This was not planned but brought forward plans that were due to be actioned during 2021.
  
- *Flashmic:*  
This was available for volunteers to use where required
  
- *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 highly 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 2020 can be found on subsequent pages.

Salient features of the accounts are as follows:

### 10. General Appraisal

Radio Glamorgan had a net surplus in 2020 of £1,446.81 (2019 deficit was -£2,660.43) however a healthy bank balance remains at £12,377.77 (2019: £10,930.96)

### 11. Income

*Gift Aid:* We submitted claims and received £711.22

*Fundraising:* A promising end to the year, considering bucket collections in supermarkets were not able to happen. We counteracted this by organising online quizzes, raffles and taking receipt of generous donations from companies and individuals.

*Subscriptions:* These were heavily down on the previous year – A £310.00 decrease

### 12. Expenditure

Expenditure increased only slightly to £6,923.35 (6,876.17 in 2019) owing to a slight increase in fees due to inflation and investment in equipment.

### 13. 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.

**INCOME & EXPENDITURE  
ACCOUNT**  
YEAR ENDED 31st DECEMBER  
2020

	2020 £	2019 £
<b>INCOME</b>		
Gift Aid (see Note 1)	711.22	200.92
Fund Raising Events (see Note 2)	7,020.57	3,053.15
Subscriptions (see Note 3)	630.00	940.00
Bank & Building Society Interest (see Note 4)	8.37	21.67
Total Income	<u>£8,370.16</u>	<u>£4,215.74</u>
<b>EXPENDITURE</b>		
Equipment (see Note 5)	5,383.93	4,623.90
Promotional & Other (see Note 6)	262.81	985.75
Fees, Licences & Insurances (see Note 7)	1,276.61	1,266.52
Total Expenditure	<u>£6,923.35</u>	<u>£6,876.17</u>
 SURPLUS / (DEFICIT) FOR YEAR	 <u>£1,446.81</u>	 <u>-£2,660.43</u>

**BALANCE SHEET AT 31st  
DECEMBER**

	2020 £	2019 £
<b>ACCUMULATED FUND</b>		
Balance B/fwd at 1st January	10,930.96	13,591.39
Surplus / ( Deficit) for year	<u>1,446.81</u>	<u>-2,660.43</u>
Balance C/fwd at 31st December	<u>£12,377.77</u>	<u>£10,930.96</u>
 Represented by :	 £	 £
Community Account	1,359.69	1,921.25
Business Savings Account (see Note 4)	<u>11,018.08</u>	<u>9009.71</u>
	<u>£12,377.77</u>	<u>£10,930.96</u>

J PRITCHARD CHAIRMAN

R MANNING TREASURER

REPORT TO MEMBERS

**INCOME & EXPENDITURE ACCOUNT - NOTES**  
YEAR ENDED 31st DECEMBER 2020

<b>1. GIFT AID</b>	2020	2019
	£	£
HMRC - Gift Aid received	711.22	200.92
	<u>711.22</u>	<u>200.92</u>
<b>2. FUND RAISING EVENTS</b>	2020	2019
	£	£
Members Raffle	315.00	58.00
Store Collections	14.88	1,345.51
Donations from others	6,690.69	1,649.64
	<u>7,020.57</u>	<u>3,053.15</u>
<b>3. SUBSCRIPTIONS</b>	2020	2019
	£	£
Subscriptions	630.00	930.00
Entry card Deposit	-	10.00
	<u>630.00</u>	<u>940.00</u>
<b>4. BANK &amp; BUILDING SOCIETY INTEREST</b>	2020	2019
	£	£
Bank Interest	8.37	21.67
	<u>8.37</u>	<u>21.67</u>
<b>5. EQUIPMENT</b>	2020	2019
	£	£
Equipment Purchased	4,609.29	3,682.68
Broadband / Internet fees / Streaming	774.64	941.22

		<u>5,383.93</u>	<u>4,623.90</u>
<b>6. PROMOTIONAL &amp; OTHER</b>		2020	2019
		£	£
HBA		110.00	100.00
Promotional Costs		111.81	885.75
Donations		41.00	-
		<u>262.81</u>	<u>985.75</u>
<b>7. FEES, LICENCES &amp; INSURANCES</b>		2020	2019
		£	£
	Insurances	804.21	803.12
	Fees & Licences	472.40	463.40
		<u>1,276.61</u>	<u>1,266.52</u>

Approval by Management Committee

This report was submitted to and approved by the Trustees on Monday 22<sup>nd</sup> March 2021 for submission to the Annual General Meeting of Radio Glamorgan on Wednesday 24<sup>th</sup> March 2021

Signed on behalf of the Management Committee.

Mr Jamie Pritchard (Chair)

Date: Wednesday 24<sup>th</sup> March 2021