



HOSPITAL RADIO GLAMORGAN
(Registered Charity 504534)

Annual Report and Accounts 2023

This report has been agreed by the Trustees for submission to, and adoption by members at the Annual General Meeting on Wednesday 20th March 2024.

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 7th August 1975 as amended 15th June 2016
4. The names of the trustees who served during 2023 are as follows;
Mr Andrew Woolfe (Secretary)
Mr Byron Brain
Mr David Skillern
Mr Howard Jacobson
Mr Jamie Pritchard (Chair)
Mrs Jayne Jones
Mrs Jillian Brinkworth
Mr Richard Manning (Treasurer)
Mr Samuel Rees
5. The charity operates two bank accounts at Barclays Bank, one of which is the Business Premium Account which is earmarked for 'future development'.

Structure, Governance and Management

6. Hospital 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 fewer 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 Hospital 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 Hospital Radio Glamorgan

7. Hospital 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 Hospital 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, Hospital 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 Hospital Radio Glamorgan

9. Hospital 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

Membership

Hospital Radio Glamorgan (HRG) is staffed entirely by volunteers.

All volunteers become a 'member' of RG and go through a thorough recruitment process, this ensures they fully understand what is expected of an HRG Volunteer.

During 2023, we had 6 new applications who joined our waiting list to join Hospital Radio Glamorgan. 5 Meet and Greet sessions were held where 20 attended for an introduction to the station.

Standard Membership Overview:

- *Recruiting new volunteers*
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 – 6 months.
 - **Completion of 6-month probation period**

Policies and Procedures: Safeguarding, data protection and social media policies were reviewed following their introduction in previous years.

Subscription Model

In recent years, due to the impact of the pandemic this was shelved to a 'pay as you please' initiative however in 2023 it was agreed by the board of trustees that we would revert to the standard structure which was in place pre-covid where all 'full' volunteers pay an annual subscription which is £30 and Supporters (who cannot have their own show or represent the charity as a trustee) pay £20.

Communication

Regular updates were sent out from the main Hospital Radio Glamorgan 'office' email account.

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

Meetings

During 2023 Meetings were held in person, with an added option to allow members to join virtually for those who couldn't travel to the venue.

These were well-attended, and information was clearly relayed using the large screens available within the meeting room (Shared too with those who joined remotely)

Emails

Email correspondence continued, one of the primary ways of keeping volunteers up to date with 'all things Hospital Radio Glamorgan'. This included details about fundraising events, meetings, and important updates regarding programming and any studio issues.

WhatsApp 'Announcement' Group

This form of communication was introduced in 2022 where a bulletin style group was set up where one person (usually the Chair) would provide updates to volunteers. This was mainly used to reinforce any messages sent on email or any urgent updates there may have been.

In addition to the 'all volunteers group', a Weekend group was also set up to communicate anything that needs promoting across Friday, Saturday and Sunday, a Trustees group to discuss any issues that may need addressing, and a Weekday group was also set up too.

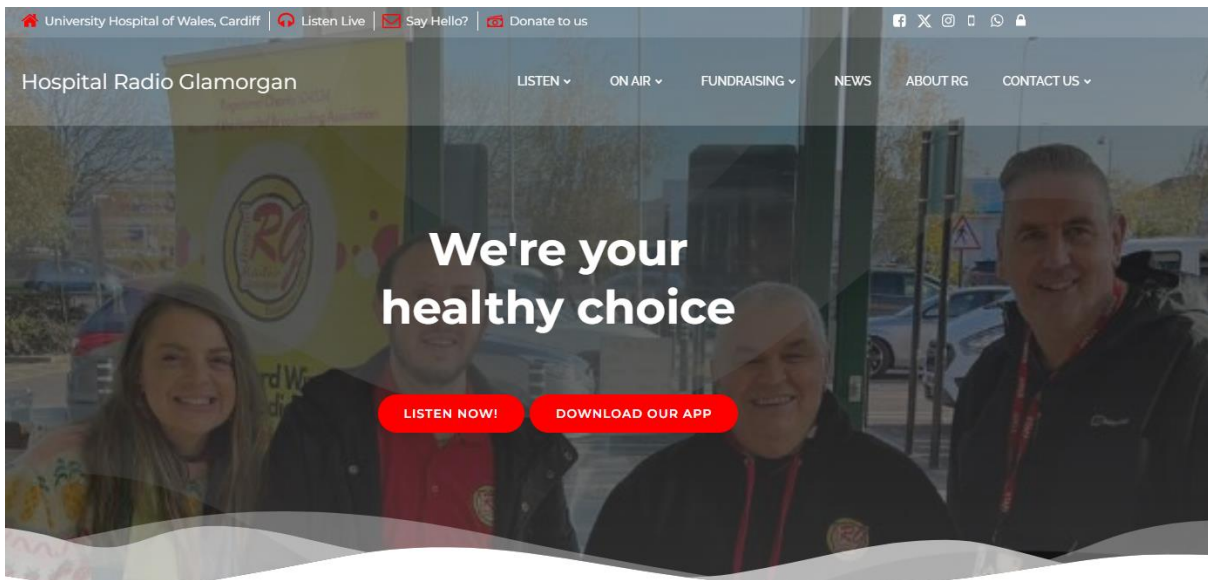
Social Media Activity

During the year we saw a rise in followers and likes on social media channels (*RG utilises Facebook, Twitter, Instagram and TikTok*). All content is posted centrally via one person.

HRG Website, Members Area/Volunteer Toolkit

After the overhaul of the Hospital Radio Glamorgan website in 2020 we continued to utilise it for station promotions and sharing relevant health and well-being information.

The website is user friendly for all devices (*predominately tablets and phones as these tend to be the primary way of listening whilst in hospital*) and is updated regularly.



The 'Volunteer Toolkit', where volunteers can access a variety of 'tools' to help with their time at Hospital Radio Glamorgan was updated. This 'area' includes 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.

A Group photograph:

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

Volunteers Week (1-7 June):

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

Number of Volunteers:

At the end of 2023, the number of volunteers is **40** with **6** being new recruits.

Further breakdown

26 Male volunteers

14 Female volunteers

The above, all contributing to an average of 54 hours of live radio per week

Broadcasting/Programming

Throughout the year, opportunities were sought to keep HRG's broadcasts engaging and relevant for the target audience (*mainly patients, staff, and visitors to the University Hospital of Wales [UHW] Cardiff Royal Infirmary [CRI] and St David's Hospital [SDH]*)

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 24/7.

Bulletins were used throughout the day and night to keep listeners informed Showbiz and Sport updates were an addition to the 'out of hours' schedule in 2023

- *Regular 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 pop-based questions)

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

Mini Film Reviews (Short segments recorded by volunteer Dave Skillern)

- *Health Promotion:*

A schedule for monthly health promotion topics continued in 2023.

It was communicated to presenters by email, available on the volunteer's toolkit and hard copies were made available in the studio too.

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

We're looking at options at making this document more accessible in 2024, possibly using an online portal/option such as utilising google docs

- *Broadcasting to the bedside and other parts of the Hospital/Other hospitals:*

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.

In 2022 we had speakers installed along the main corridor between our studio and the UHW Concourse. These have been well received by the Health Board and have

created a positive atmosphere for those entering and leaving the hospital.

- In 2023, we planned to press ahead with some plans that were initially outlined in 2021. These were to expand areas we broadcast to within the University Hospital of Wales which include more speakers along the outpatient's corridor and a presence within St David's Hospital and the Cardiff Royal Infirmary. However, discussions are ongoing regarding any future plans.
- Refocus of output
In May, we introduced a new tagline 'Your healthy choice' to replace any previous ones to align what we represent as a radio station.
- *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 HRG or a notable figure/celebrity to choose 10 of their favourite songs. The series is hosted by Andrew Woolfe and by the end of 2023, 80+ shows have been recorded with more planned for 2024 to be broadcast on Mondays, Wednesdays, and Fridays at 10pm.

Our partnership with **Harmoni Cymru** continued. They are a group of musicians who work closely with the patient experience team within the Cardiff and Vale UHB.

In March, we celebrated **International Women's Day** with an entire day of programming presented by the Women of HRG.

Our partnership with the **University of South Wales** (which originally began in 2020) continued. Sports Journalism Students produce an hour programme titled 'All about sport', featuring interviews, a look ahead to the fixtures and chat about what's gone on during the last 7 days.

We struck up a partnership with **Noah's Ark Childrens Hospital Charity** (Who are based a short walk away from our base at the University Hospital of Wales) In September, we broadcast live from their 'Superhero Dash' event which was held in Pontcanna Fields.

In October, we followed the progress of Volunteer Jayne Jones who ran the **Cardiff Half Marathon** in aid of Hospital Radio Glamorgan, completing the course in 3 hours.



In December, we attended the Carols in the concourse concert which we recorded and aired over the festive period.

Holiday shows:

Across bank holidays and during Easter/Christmas there were special programmes broadcast. The special schedules were promoted across 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.

- *The 'Myriad' Library/Music Resources: Volunteer Toolkit*

An extensive database of music which is available for shows/requests was continually updated with radio edits where possible. An excel document is also available for presenters to plan shows when not at the studio. Any useful relevant resources

continued to be updated, more so during 2023 in the Volunteer’s Toolkit.

- *Jingles/Station IDs:*
These give the station a brand/consistent sound – Some elements were added to during 2023, with more planned in 2024.
- *Public Service Announcements (PSAs):*
Actively acquired or produced in-house at the request of charities and supporting organisations.
- *Podcasts*
To accompany our live broadcasts, we officially launched 2 podcast streams in 2021. One stream was solely shortened versions of ‘**Music was my First Love**’

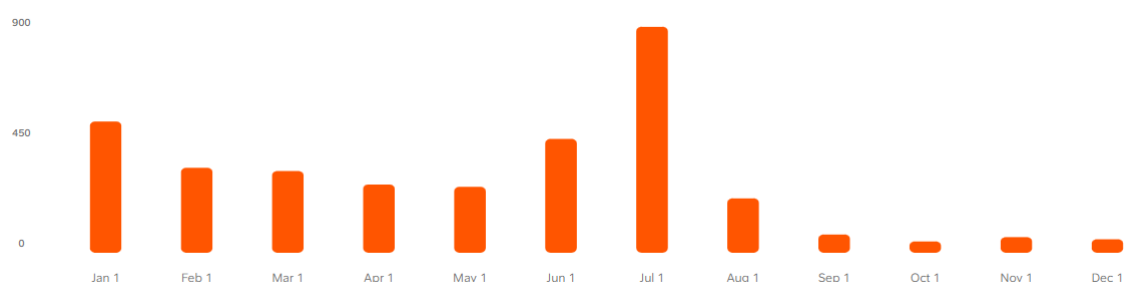
From 1st January - 31st December 2023, 3,303 plays were registered (Up from 1,906 plays in 2022) via Soundcloud (*the platform that hosts the podcast*)

Overview

Jan 1, 2023 – Dec 31, 2023 | v

Hey Mini Music Was My First Love, you have 3,303 plays from Jan 1, 2023 to Dec 31, 2023

▶ 3,303 plays ❤️ 4 likes 💬 0 comments ↻ 0 reposts ⬇️ 9 downloads



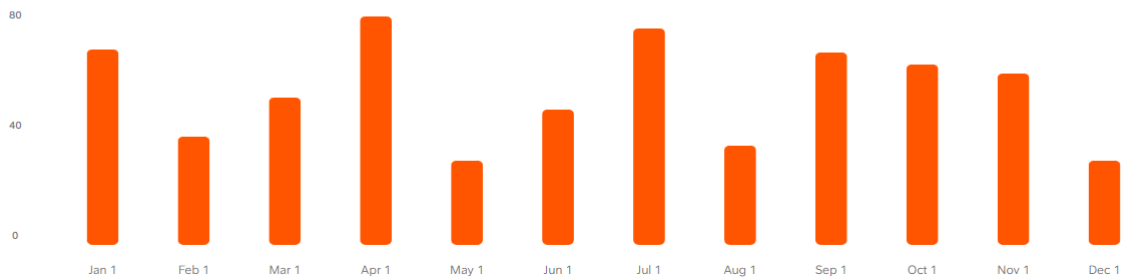
The other stream is for other specific HRG programming which we utilised a little more in 2023. We look to build on this even more in 2024.

Overview

Jan 1, 2023 – Dec 31, 2023 | ▾

Hey Radio Glamorgan, you have 613 plays from Jan 1, 2023 to Dec 31, 2023

▶ 613 plays 0 likes 0 comments 1 repost 11 downloads



Training

During 2023, the HRG induction Programme continued to develop where possible. 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.

- *HRG 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 HRG volunteer toolkit 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 Hospital Radio Glamorgan if they are not quite sure about certain aspects or need a greater understanding – this includes recording at home where appropriate.

We recognise the need to keep our training up-to-date and the evaluation of the training process and its continual improvement is a top priority for 2024

Fundraising

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

With subscriptions alone, HRG is not able to cover all expenditures (which currently stands at £4,500)

Many running costs increased during 2023, meaning that approximately £3,000 a year (*an increase of 50% over the last 12 months*) is needed 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/'Awareness Days':*
A few of these took place during 2022 raising a total of **£964.43**.



- *Fundraising Goblets*
We have several goblets available that help us to raise money at external venues such as pubs and shops. In 2023 the venues that housed our goblets helped us raise **£274.88**.
- *Amazon Smile*
This service was discontinued by Amazon in February 2023; we received a final payment of £5 during March 2024
- *Easy Fundraising*
A platform that partners with over 7,000 brands who donate part of a spend to eligible charities. To date* we have received **£318.14**

*as of January 1st 2024
- *Individual contributions:*
We were incredibly grateful to some HRG volunteers and friends of the station who either donated money, managed to gain funding via their employer or took part in charitable runs as mentioned earlier in this report

Marketing and PR

Raising our profile within the hospitals we serve and within the local community continued to be our priority in 2023.

Overview

- *Website (www.radio Glamorgan.com):*
The site is a 'one-stop shop' for everything HRG, providing information on shows, fundraising initiatives, information about who we are and an easy way to listen to the station too.
- *Social media (@RadioGlamorgan):*
We continued to use Twitter, Facebook, Instagram and TikTok to promote activity, whether that be specific shows or fundraising initiatives.

Twitter followers increased to 1,540*, **Facebook** likes increased to over 1,325* and **Instagram** continues to grow with 340* followers. We only have a handful of followers on **TikTok** but some of our posts have been seen by over a thousand people.

**Numbers correct as of January 2024*

- *Leaflets:*
These were originally produced in 2019 and continued to be utilised within the hospital grounds and externally. 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.

We will continue to nurture this strong partnership in 2024 as we look to ensure all departments know about our service to be able to inform patients and their families.

In addition to this in 2023, we partnered with Daring To Dream (Who sponsor three programmes on HRG) to help promote our new app and the work they do within the Cardiff and Vale UHB

- *External screens (outside our studio/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. There is currently a fault with their network, so this is currently not operational but we hope it will be resolved soon
- *Liaison with Cardiff and Vale University Health Board (UHB):*
We continued to work closely with the PR department in 2023. We liaised with them regarding stories about our activities; stories included focussing on Volunteers Week, Award successes and being there for patients.

Cardiff and Vale, University Health Board (UHB) / Hospital Radio Glamorgan Accommodation

We have worked closely with many departments within UHB. This arrangement has proved beneficial for the ongoing development for HRG.

Overview

- *Patient Experience Department:*

This relationship is an especially important one to HRG and the team provides frequent support. They are an essential link between HRG and key departments within UHB, including Security, Estates, Ward Managers, and IT.

Key areas in 2023 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.

(This included World Cancer Day, World Mental Health Day/Week etc)

- *Estates:*

We have continued to work closely with Estates to establish the causes of any problems and rectify them as quickly as possible. This included a damp problem in our studio, issues with the studio floor and issues with our air conditioning units.

- *Fire officer:*

Several actions 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:*

We liaise with Cardiff University to book seminar rooms for meetings. The relationship is a positive one where all our requests were granted.

Hospital Broadcasting Association (HBA)

Hospital Radio Glamorgan (HRG) is an active member of the HBA – the national charity that supports and promotes health and well-being 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 2023:*
The event was held in Bolton. We were very happy to pick up three awards.
Gold - Best Male Presenter, Sam Rees
Silver - Station Promotion and Station of the Year.



- *HBA Awards 2024:*
The latter part of 2023, volunteers prepared submissions for the awards which are anticipated to be held during the first or second quarter of 2024.

HRG submitted 4 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/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.
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 volunteer toolkit via the website, the other direct via email. When submitted, a 'bounce-back' email is generated to notify that the issue has been reported.

The group that receives these reports was expanded and a WhatsApp group was created to swiftly deal with any issues to prevent outages or volunteer frustration

- *General equipment:*
During 2023, several monitors, PCs and hard drives were replaced.

- *Portable Flash-mic:*
This was available to volunteers to use where required

- *Backup and updating of software:*
A permanent offsite backup is regularly maintained by our Engineer.

- *LCD Monitor:*
The two monitors installed in the main corridor outside of the studio is a highly effective promotional tool for RG (And partner organisations such as Cardiff University and Daring to Dream). 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 31st December 2023 can be found on subsequent pages.

Salient features of the accounts are as follows:

10. General Appraisal

Hospital Radio Glamorgan had a net deficit in 2023 of **-£5,071.56** (2022 surplus was -£5,784.38) however a healthy bank balance remains at **£45,144.90** (2022: £50,216.46)

11. Income

Gift Aid: We submitted claims and received **£246.84**.

Fundraising: We had a reasonable stream of income throughout the year which helped to pay any outgoings and invest in the organisation

Subscriptions: Paid by members in January, provided us with an income of **£1055.00** (Up from £935.00 in 2022)

12. Expenditure

Expenditure increased to **£10,925.28** (£9,016.21 in 2021) owing to investment in equipment and an increase in fees for licences.

13. Reserve Funds

Hospital 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 2023

	2023	2022
	£	£
INCOME		
Gift Aid (see Note 1)	246.84	241.26
Fund Raising Events (see Note 2)	4,120.95	2,031.69
Subscriptions	1,055.00	910.00
Bank & Building Society Interest (see Note 3)	430.93	48.88
Total Income	<u>£5,853.72</u>	<u>£3,231.83</u>
EXPENDITURE		
Equipment (see Note 4)	7,007.70	5,792.31
Promotional & Other (see Note 5)	1,218.52	551.84
Fees, Licences & Insurances (see Note 6)	2,699.06	2,192.06
Professional Fees (see Note 7)	0.00	480.00
Total Expenditure	<u>£10,925.28</u>	<u>£9,016.21</u>
 SURPLUS / DEFICIT FOR YEAR	 <u><u>-£5,071.56</u></u>	 <u><u>-£5,784.38</u></u>

BALANCE SHEET AT 31st DECEMBER

	2023	2022
	£	£
ACCUMULATED FUND		
Balance B/fwd at 1st January	50,216.46	56,000.84
Surplus / Deficit for Year	<u>-5,071.56</u>	<u>-5,784.38</u>
Balance C/fwd at 31st December	<u>45,144.90</u>	<u>50,216.46</u>
	<u><u>£45,144.90</u></u>	<u><u>£50,216.46</u></u>
 Represented by :	 £	 £
Community Account	602.46	604.95
Business Savings Account (see Note 3)	<u>44,542.44</u>	<u>49,611.51</u>
	<u><u>£45,144.90</u></u>	<u><u>£50,216.46</u></u>

INCOME & EXPENDITURE ACCOUNT - NOTES
YEAR ENDED 31st DECEMBER 2023

	2023	2022
1. GIFT AID		
	£	£
HMRC - Gift Aid received	246.84	241.26
	<u>246.84</u>	<u>241.26</u>
2. FUND RAISING EVENTS		
	£	£
Members Raffle	434.70	327.60
Store Collections	964.43	820.22
Donations from others	2,721.82	883.87
	<u>4,120.95</u>	<u>2,031.69</u>
3. BANK & BUILDING SOCIETY INTEREST		
	£	£
Bank Interest	430.93	48.88
	<u>430.93</u>	<u>48.88</u>
4. EQUIPMENT		
	£	£
Equipment Purchased	5,218.96	4,428.79
Broadband / Internet fees / Streaming	1,528.74	1,363.52
Studio Furniture	260.00	-
	<u>7,007.70</u>	<u>5,792.31</u>
5. PROMOTIONAL & OTHER		
	£	£
HBA	50.00	50.00
Promotional Costs	1,168.52	501.84
	<u>1,218.52</u>	<u>551.84</u>
6. FEES, LICENCES & INSURANCES		
	£	£
Insurances	914.83	856.27
Fees & Licences	1,784.23	1,335.79
	<u>2,699.06</u>	<u>2,192.06</u>
7. PROFESSIONAL FEES		
	£	£
Independent Examiner	-	480.00
	<u>-</u>	<u>480.00</u>

Approval by Management Committee

This report was submitted to and approved by the Trustees on Monday 18th March 2024 for submission to the Annual General Meeting of Hospital Radio Glamorgan on Wednesday 20th March 2024.

Signed on behalf of the Management Committee.

Mr Jamie Pritchard (Chair)

Date: Wednesday 20th March 2024