



HOSPITAL RADIO GLAMORGAN
(Registered Charity 504534)

Annual Report and Accounts 2024

This report has been agreed by the Trustees for submission to, and adoption by members at the Annual General Meeting on Monday 10th March 2025.

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 2024 are as follows;
Mr Andrew Woolfe (Secretary)
Mr Byron Brain
Mr Jamie Pritchard (Chair)
Mrs Jayne Jones
Mrs Jillian Brinkworth
Mr Samuel Rees
Mr Wayne Childs (Treasurer)
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 HRG and go through a thorough recruitment process, this ensures they fully understand what is expected of an HRG Volunteer.

During 2024, we had **6** new applicants who joined our waiting list to join Hospital Radio Glamorgan. **4** Meet and Greet sessions were held where **12** 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 HRG role description and supplying two references.
 - **Invited to a Welcome Session:** Expectations of being a volunteer of HRG are reiterated and details of the support network available. Subscription is paid and the HRG Rules of Membership are discussed and signed.
 - **HRG 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

All 'full' volunteers pay an annual subscription which is £30 and Supporters* pay £20. Students and associate members (can contribute to shows but not have their own show or vote at an AGM) pay £24.

**Supporters cannot have their own show or represent the charity as a trustee*

Communication

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

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

Meetings

During 2024 Meetings were held in person, with an added option where possible 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 such as awareness days, meetings, social events and important updates regarding programming and any studio issues.

WhatsApp 'Announcement' Group/ Communities

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.

During 2024 we utilised the 'communities' feature on WhatsApp, which combines all groups that HRG have, but not all volunteers need to have access to every group.

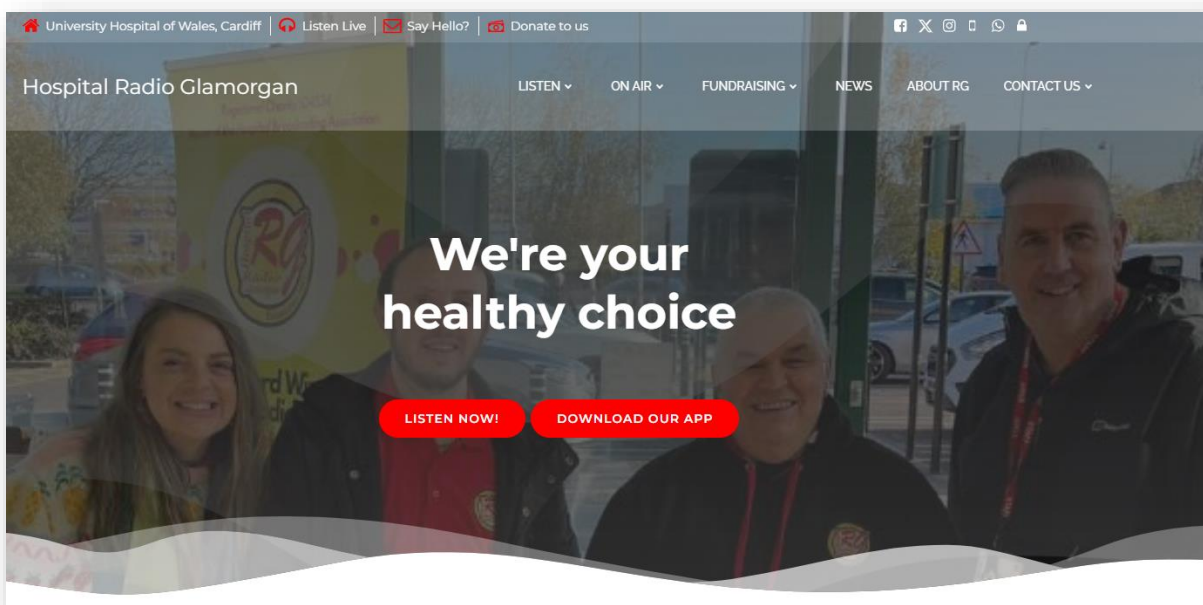
Social Media Activity

During the year we again saw a rise in followers and likes on social media channels (*HRG utilises Facebook, Twitter, Instagram and TikTok*). All content is posted centrally via one person at present, but this is being rolled out over time via the 'Buffer' platform.

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 provided to us by Cardiff and Vale UHB and any partner organisations.

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 HRG:

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

A Group photograph:

This was taken before the AGM, a prime opportunity to get volunteers all in one place. The tradition began in 2008 and has continued ever since.



Volunteers Week (June):

HRG 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 2024, the number of volunteers is **40** with **6** being new recruits.

Further breakdown (as of December 31st, 2024)

27 Male volunteers

13 Female volunteers

The above, all contributing to an average of **63** 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 (News, Showbiz, Sport updates) were used throughout the day and night to keep listeners informed

- *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 HRG volunteer Dave Skillern)

- *Health Promotion:*

A schedule for monthly health promotion topics continued in 2024.

Previously it had been communicated to presenters by email, available on the volunteer's toolkit and hard copies were made available in the studio too however we migrated a lot of the information onto a google doc which would be updated as/when and accessible to all from any location.

The document, which was mostly collated by Jayne Jones continued to signpost volunteers to relevant 'word on health' audio reports that could be incorporated into shows where appropriate

- *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.

- **Output focus**
After we introduced a new tagline 'Your healthy choice' in 2024 to replace any previous ones to align what we represent as a radio station; we continued to reinforce this both on air and on social media
- **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 2024, 100+ shows have been recorded with more planned for 2025 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. We also marked prostate cancer awareness month too with a special programme featuring Andrew Woolfe chatting to his brother. This programme was submitted in the category of Best Speech for the HBA awards 2025.

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 continued our partnership with **Noah's Ark Childrens Hospital Charity** (Who are based a short walk away from our base at the University Hospital of Wales) We attended their 'Superhero Dash' event which was held in Pontcanna Fields and broadcast live from the location too.

In October, we followed the progress of Volunteers Jayne Jones and Andrew Lowman-Jones who both ran the **Cardiff Half Marathon** in aid of Hospital Radio Glamorgan. For the first time, we collaborated with Bro Radio (*The local radio station serving the Vale of Glamorgan*) to pool resources together and simulcast coverage of the event on both stations with team members situated around the course gathering audio from participants and charities benefiting.

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

- *Holiday shows:*
Across bank holidays and during Easter/Christmas there were special programmes broadcast. The special schedules were promoted across social media/HRG website.
- *Interviews and Performances:*
During the year, some presenters organised relevant 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 2024 in the Volunteer's Toolkit.
- *Jingles/Station IDs:*
These give the station a brand/consistent sound and are added to when required
- *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 is specifically for shortened versions of '**Music was my First Love**' and the other stream is for other specific HRG programming.

During the year, we migrated to a new user-friendly platform 'captivate' which is facilitated by the HBA and because of this we look to use this even more in the future.

Training

During 2024, the HRG induction Programme continued to develop where possible considering strengths from members of the team. 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, regardless of experience.
- *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 2025

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 £4,584.78)

Many running costs increased during 2024, 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 2024 raising a total of **£647.88**



- *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 **£316.07**.
- *Easy Fundraising*
A platform that partners with over 7,000 brands who donate part of a spend to eligible charities. For 2024 we have received **£178.14**
- *Sam's 24-Hour Broadcast*
During the weekend of November 30th/December 1st, HRG volunteer Sam Rees stayed on air for a continuous 24 hours to help raise money for the charity. He was assisted by other volunteers at the station, and it gave airtime to some charities that work in the vicinity of the hospital (Daring to Dream and Ronald McDonald House Charities to name two) The event helped to raise £601



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 2024.

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 X (formally Twitter), Facebook, Instagram and TikTok to promote activity, whether that be specific shows or our fundraising initiatives.

X followers decreased to 1,530*, **Facebook** likes increased to over 1,345* and **Instagram** continues to grow with 388* 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 2025*

- *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 2025 as we look to ensure all departments know about our service to be able to inform patients and their families.

- *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 they are 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 2024. 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 2024 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, International Women's Day 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 liaised with Cardiff University to book seminar rooms for meetings however this agreement ceased in August due to the health board taking control of the facilities. We aim to engage in dialogue with the health board to continue using the rooms we have previously used for meetings.

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 2024:*
The event was held in Winchester. We were very happy to pick up the bronze award in the Station of the Year category.

 - *HBA Awards 2025:*
The latter part of 2024, volunteers prepared submissions for the awards which are anticipated to be held during the first or second quarter of 2024.
- HRG submitted 6 nominations for consideration which once again, 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 however we are looking to develop this in 2025. There are plans to source significant funding to enhance the space to create a suitable environment for recording shows/interviews/training.

- *Reporting of faults/Issues:*
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 2024, some of the critical broadcast equipment was 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 2024 can be found on subsequent pages.

Salient features of the accounts are as follows:

1. General Appraisal

Hospital Radio Glamorgan had a net deficit in 2024 of **-£4,584.78** (2022 surplus was -£5,071.56) however a healthy bank balance remains at **£40,560.12** (2022: £45,144.90)

2. Income

Gift Aid: We submitted claims and received **£160.52**.

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 **£980.00** (Down from £1055.00 in 2023)

3. Expenditure

Expenditure was down to **£9,562.28** (£10,925.28 in 2023) owing to investment in equipment and an increase in fees for licences.

4. 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 2024

	2024	2023
	£	£
INCOME		
Gift Aid (see Note 1)	160.52	246.84
Fund Raising Events (see Note 2)	3,214.32	4,120.95
Subscriptions	980.00	1,055.00
Bank & Building Society Interest (see Note 3)	622.63	430.93
Total Income	<u>4,977.47</u>	<u>5,853.72</u>
EXPENDITURE		
Equipment (see Note 4)	2,905.23	7,007.70
Promotional & Other (see Note 5)	953.22	1,218.52
Fees, Licences & Insurances (see Note 6)	5,703.80	2,699.06
Professional Fees (see Note 7)	0.00	0.00
Total Expenditure	<u>9,562.25</u>	<u>10,925.28</u>
SURPLUS / DEFICIT FOR YEAR	<u><u>-4,584.78</u></u>	<u><u>-5,071.56</u></u>

BALANCE SHEET AT 31st DECEMBER

	2024	2023
	£	£
ACCUMULATED FUND		
Balance B/fwd at 1st January	45,144.90	50,216.46
Surplus / Deficit for Year	<u>-4,584.78</u>	<u>-5,071.56</u>
Balance C/fwd at 31st December	<u>40,560.12</u>	<u>45,144.90</u>
	<u>40,560.12</u>	<u>45,144.90</u>
Represented by :	£	£
Community Account	911.95	602.46
Business Savings Account (see Note 3)	<u>39,648.17</u>	<u>44,542.44</u>
	<u>40,560.12</u>	<u>45,144.90</u>

INCOME & EXPENDITURE ACCOUNT - NOTES

YEAR ENDED 31st DECEMBER 2023

	2024	2023
	£	£
1. GIFT AID		
HMRC - Gift Aid received	160.52	246.84
	<u>160.52</u>	<u>246.84</u>
2. FUND RAISING EVENTS		
Members Raffle/Social Event	237.00	434.70
Store Collections	451.40	964.43
Donations from others	3,505.92	2,721.82
	<u>4,194.32</u>	<u>4,120.95</u>
3. BANK & BUILDING SOCIETY INTEREST		
Bank Interest	622.63	430.93
	<u>622.63</u>	<u>430.93</u>
4. EQUIPMENT		
Equipment Purchased	2,905.23	5,218.96
Broadband / Internet fees / Streaming	1,328.12	1,528.74
Studio Furniture	0.00	260.00
	<u>4,233.35</u>	<u>7,007.70</u>
5. PROMOTIONAL & OTHER		
HBA	50.00	50.00
Promotional Costs	953.22	1,168.52
	<u>1,003.22</u>	<u>1,218.52</u>
6. FEES, LICENCES & INSURANCES		
Insurances	942.31	914.83
Fees & Licences	3,383.37	1,784.23
	<u>4,325.68</u>	<u>2,699.06</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 Wednesday 5th March 2025 for submission to the Annual General Meeting of Hospital Radio Glamorgan on Monday 10th March 2025

Signed on behalf of the Management Committee.

Mr Jamie Pritchard (Chair)

Date: Monday 10th March 2025