

ANNUAL GENERAL MEETING

FRIDAY 31st JANUARY 2020 – 7.30pm

STUDIO SUITE, UPPER GALLERIES, EASTGATE CENTRE

AGENDA

ATTENDANCE

Danny Lawrence	Christine Tiernan	Liam Corrigan
Johnny Jenkins	Steve King	Ari Pap
Ros Connors	John Taylor	Laura Anderson
Paul Scarlett	Simon Turp	Aston Avery
Abbey	Lachlan Bancroft	David Webster
Jack (Radio Club)	George (Radio Club)	Steve Shrimpton
Hannah Woolmer	Lucia Woolmer	Frazer (Radio Club)
Charlie Tolhurst	Tyler Pittaway	Stephen Alden
Dawn Avery	Keith Avery	Saida Sheehan
Jacqui James	Peter Irwin	Xanthe (Radio Club)

APOLOGIES

Ashwyn Smythe	Jack Carter	Dave Montier
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A minute's silence was held for John Anderson who sadly passed away this year.

There being no amendments, the motion to adopt the minutes of the last meeting was proposed by John Taylor and seconded by David Webster.

Accounts are being audited, last year's accounts on view, new accounts will be finalised in two weeks, but just to say we are 30% up on overall income.

ROS CONNORS – Executive Director/Programme Controller

First of all, I want to mention the sad passing of John Anderson.

The work to keep the radio station on air 24/7 continues to be a full-on commitment.

Programming hours

2019 average was 9-10 hours of original programming per day, and broadcasting 24 hours in total.

It has been mentioned to me about early Saturday mornings 7-9. The suggestion of a live breakfast show has been brought to my attention and will be given consideration.

Engineering

OB broadcasts are very good, namely our red bus, Kodashai and Town Centre Market and Christmas events, also the General Election. We had problems with the audio from Kodashai.

The power increase has made a huge difference. Seek tuning in cars now, the radio stops on Gateway.

The tune tracker upgrade is complete. System 5.0 using the Haiku operating system is now running in studio 1. This completes all upgrades.

I would like to mention that people are still not calling me if there is an issue.

A further reminder about TT rebooting for whoever is tail end Charlie, at the end of live broadcasting.

Studio etiquette and tidiness. Studio faders left down and mics all over the place. Items disconnected; settings changed in audacity.

New Shows

Gary King presenting totally 90's on Tuesday and totally 80's on Thursday.

Automated shows. Please send reminders to me and not to Danny.

DANNY LAWRENCE – BUSINESS REPORT

4,500 people visiting the project in 2019.

Grants continued to be better – children in need, Jack Petchey, ECC Essex Fire and Rescue, Tesco's. Essex CF, Essex Police/Fire Commissioner and Asda. There are currently 8 grants live and 7 we are waiting on.

Education income from ECC continues and Thurrock Lifestyle hire on a Friday for personal development, wrapped around the radio.

TB Channel 4 – filming at unit which was paid for regarding pregnant teens.

Advertising has increased slightly.

Twitter and fb have grown.

450 volunteer hours worked a week, radio courses ECC/CSS continues.

Accounts – ads have gone up, grants have increased so has fundraising – and education is up.

Since 2017 we are up 23k

Gateway digital Basildon remains active.

We have had placements at BBC, Sky

Covering extension was approved in August 2019 and 4 months clearance meant I had Ofcom out on 23rd December. We are now broadcasting further

Lease was renewed in 2019 for 3 years on the unit. Ofcom licence as extended to 2025.

Ofcom funding continued for radio hub in the year.

EDITORS REPORT – JOHNNY JENKINS

I took on this role almost a year ago, and since then, have been looking after news, politics and interviews. We've been running lots of good content this year, ranging from politicians, councillors, celebrities and local figures. We've also had a lot of fantastic events and outside broadcasts too.

Events

Some of the highlights of the year are:

February – World radio day

May – local election coverage, Eurovision, local radio day

July – Village Green, Road and fire safety day, open day, carnival coverage

August – Memories bus, new town sounds

September – Basildon Question Time, Basildon Pride, the CMA conference

October – Kodasai OB weekend, Eastgate stand, Community Radio Awards

November – Basildon at Christmas, Sky news training day

December – general election

Some events coming up this year

Memories bus, Open day, Question time, Pride, local elections

Elections: Get involved! Not as big as general election, but still important. No local election in 2021.

Content

Prospects send out each weekday morning at 8am via email with details of the content for daytime, good afternoon and drivetime. It only works if you send me details of your content by the afternoon before. I write and schedule the email the night before, so if you send the details late, it won't be in prospects.

Guests – I try to get most local guests on good afternoon or drivetime, but you need to be looking for content too. If your shows are regularly quiet, then you need to work with me to get interviews and other content.

Social Media – keep posting of twitter and facebook through hootsuite. Post pictures and videos too – get creative with it. If you need help with social media, we can help. Let me know.

Website Content – keep blogging interviews. Aston and Ari both blog every time they do an interview. If you do a specialist show, you can do a special blog post for each show. If you need your password reset, let me know. If you need help with blogging let me know. We also take press releases, local content and national news on our website.

Politics – I do regular political updates on drivetime and other updates on daytime and good afternoon on big political days. If you could like a political update on your show, let me know and we can arrange a chat over skype or in the studio depending on where I am.

So – if you need any help, advice or content, let me know. I'm here to help and ensure we have the best on air and online content possible.

ENGINEERING REPORT – STEVE KING

This is an annual report of the breakdown studio and IT repairs and services that includes outside transmitting site.

Patch test was the first priority for outside broadcast and mobile electronics in January 2019.

Two studios on site have been serviced and minor repairs on a regular basis throughout this year. Equipment repairs as follows:

Surface on mixer faders and switches that also include on air lights

Microphones was serviced and repaired

Headphones maintained which included breakage and jack plugs replaced

Cables and connectors for output transmissions maintained.

Briefcase and portable desk studio have been maintained.

Computer hardware has been serviced and cleaned including network cables.

Using the portable this top studio successfully running.

Outside reporting equipment was used several times using mobile phone with a splitter to headphones and microphone to send reports back to the studio.

For the 70th anniversary red bus day

Big major election broadcast televised for the very first time using OBS visual mixer and broadcasting in a box

It was the first chance to broadcast the Christmas launch which was relayed leading up the fireworks display back to the studio was extremely successful.

Reporting the repairs maintenance on the IT equipment monitors were repaired.

Tune tracker under the new operating system was now installed in both studios. Studio 2 TT in a tower PC case will be migrating electronics to a rack mounted case for reducing the movement of any cables to be work.

Transmission back the new streaming server which audio logs on an hourly basis has now been updated to Windows 10 alongside all PCs in the station.

The power increase on the FM transmitter which is based at the Basildon hospital went from 72w to 241w on the ground level, on the top end of the antenna is output to exactly 200w

Studio one and two will be ongoing development and environment to be maintained.

WEBSITE/COMMUNICATIONS – Simon Turp and Tyler Pittaway

Good year for the website, we've added new feeds from BBC and Sky News to provide constant fresh content. As we stress every year, content is important for our reach and search engines. Social media has been great, and we plan to launch an official Instagram next month.

We plan to overhaul the listen again system, and make it much more nicer to use, and potentially add it to the mobile apps.

There will shortly be an update to iOS version of the mobile app with a slightly refreshed design and some new functionality. It was great to see how well the "Gateway TV" function worked on the app during election night and people were watching live on thee and via YouTube and facebook. We definitely should do more video broadcasts, and may help bring additional traffic if people are sharing on social media.

Phones – I have stated preparing the new phone system which is much more efficient and reliable, however to make use of the full functionality we would need to purchase some new phones but I will arrange a meeting Danny and Ros in due course to discuss the potential of this. It is completely possible to roll it out with the current Cisco phones, however, these are no longer commercially supported and have no security firmware updates.

Regarding general IT security with emails as mentioned earlier, I will send out some advice to everyone soon with some details to ensure no one is clicking any dodgy links on emails at Gateway.

Tyler Pittaway

Organic traffic – since last year's AGM, we have seen a huge increase in organic website traffic from search engines. We have benefitted from 23,000 new users this year – a 165% increase the year before, which is absolutely outstanding. I'll get to the best performing content in a moment.

Social Media traffic – social media continues to be hugely important in driving website visitors and ultimately new listeners. We have had a 290% year-on-year increase in new website users from social media – which equates to nearly 9,000 new website users.

Direct Traffic – has also had an increase of 109% year on year – which consisted on nearly 12,000 new users this year.

Referral traffic – referral links into our site are also helping us out, with nearly 2,000 new users being referred to us from other websites. That's a 70% increase.

Returning visitors are also up by 117% year on year.

Overall stats for 2019 – 46,000 unique users, 62,000 sessions, 98,000 overall page views, 1m:11s average visit time and 1.56 pages per visit.

Audience Demographics

Age analysis – 25 to 34 year olds still make up the bulk of our website audience. This year, we had a 210% increase in new website users between these ages – which equates to around a 26% share of our audience online.

45-54 year olds came in at 2nd with a 21% share and 35 to 44 year olds came in at third place with around a 20% audience share. Overall 25 to 54 olds made up 66% of our online audience this year.

The lowest demographic is actually 18-24 year olds, making up less than 6% of our website users, which is down from 10% year on year.

Gender – the gender of our websites visitors is more balanced than last year – with 51% of our visitors being male and 49% being female. Females accounted for 53% of our website audience last year.

Audience Interests – we have seen a 19% increase in users visiting us who are interested in news and politics – which I think is a testament to the fantastic general election coverage put out in December and the likes of the town hall format show back in 2019.

One of the big drivers to the website has been from those interested in entertainment news and football. These could be two areas of development for show content as we move into 2020.

Geography – As you may expect, most of our audience originates in the UK – 71% in fact. 17% is from the US and the rest is from elsewhere.

Technology Trends -Mobile devices

Mobile and tablet devices are still the primary ways people access us.

66% of our audience now use mobile phones and tablets to visit us. That's up from 46% the year before.

I have been working behind the scenes to improve our mobile and tablet layout and functionality and this should help the site to remain engaging across all devices.

Content Performance

News category – 672% increase in unique pageviews year on year

Local news category – 679% increase in unique pageviews

New Westgate car park operator – 1,095 unique pageviews

Basildon at Christmas plans – 757 unique pageviews

Talks on an A127 congestion zone – 593 unique pageviews

Blog posts – 194% increase in unique pageviews year on year

Daytime category – 7,395 unique pageviews, an 8,400% increase

Radio club category – 2,132 unique pageviews, a 2,100% increase

Gateway community category – 2,132 unique pageviews

Listen Again – 16% increase

Gateway Stream Stags

30,434 unique listeners online in the past year

27,413 total listening hours in the past year

40 minutes average listening time

We peaked at 69 listeners at one point on December 9th at midnight

On the night of the 2019 general election, we peaked at 37 listeners at 10pm

AdSense Revenue

Since we started running Google AdWords on our website: they have earned the station £170, which has gone into the Gateway website budget

As some of you know, Yvonne wanted a local business directory page, so this is on our to do list, with the money we have in the pot.

TRAINING/RADIO CLUB – LAURA AND ARI

Overview for 2019

The past year was a tough year for the radio club due to various personal setbacks and health concerns that started at the very beginning of the year.

The loss of John Anderson, a valued member of the club who was a huge help with the running of the club was a big factor to the setbacks. He will be greatly missed.

All these setbacks prevented us to progress at the same pace as other years, but I think that we came out of it with great results!

2019 Achievements

The radio club played a big part of the 70th year anniversary for Basildon and I would like to say that despite all the problems the radio club made its own mark on the event that was celebrated by all the town.

The club participated in the summer gateway bus event that was just one of the many highlights of the year. We also had members attend the Ofcom engineering open day at Baldock where radio club member Oliver even made in the days video filmed by Ofcom for promoting the engineering open day.

I would like to say, congratulations to all the members that attended and completed their first aid training and a big thanks to the happy hub for helping us to organise the event.

At Christmas time the radio club had a big part in the celebrations for Basildon's Christmas launch event providing support and content throughout the day and I would like to thank Oliver, Jack and Ryan for volunteering to help out with Gateways stage, which was a huge success with over 1,000 people attending.

We made a promise last year to increase radio workshops and we kept that promise with organising more workshops on various issues concerning live broadcasting. This made it easy for the club to once more complete the NCFE radio broadcasting course level one and level two. Congratulations to all the members that participated and passed the course.

Finally, I would like to thank Oliver Whitefield for all his help and taking the spot as one of the veterans of the radio club now making him a helper for the club.

Future and Improvements

In the coming year we will see the return of May-fest in Basildon, this means the radio club will be supporting the event throughout the day.

Also, as it is the 10 year anniversary of Gateway 97.8 we will be participating in the Gateway bus event that was highly successful last year.

We aim to advertise the radio club in other educational facilities, as we aim to enrol new members from across key stages and with various abilities. We hope to enrol members are hoping to study media in higher education in the future.

As mentioned earlier, we lost John Anderson this year. There was a collection at his funeral for the two projects that were close to his heart. One of them was the radio club. We are hoping to use that money for a trip to the BBC studios in Birmingham – a tour that was popular in previous years and one that John himself attended.

One more thing for the future of the radio club – we will be enrolling a new member soon, who is currently cooking in Laura's tummy. We hope to enrol them on NCFE level 1 by June. We have high hopes that they can do the takeover by Christmas and drivetime by next year.

Thanks

Special thanks for all their help this year, to Abbey, Frazer and of course Oliver. Also special thanks to Danny and Ros.

Congratulations to the Jack Petchey award winners, Lachlan and Xanthie.

And lastly, a very special thanks to DJ John Anderson, Start of TV memories shows and a valued member of the Radio Club who we list this year.

Dad was a stable in the club. A valued member of the team who made a joke and provided a listening ear for others. He always had time for young people, he knew he was grandad radio. For a while he wasn't happy about this as he kept telling people he was 39, a lie that made many people smile. Dad was like a father/grandfather figure that the kid needed and appreciated and I believe that without him, Radio Club wouldn't be as strong and as fun as it was. We thank you John/Dad/Grandad radio, for the laugh, the silly comments and the support you showed. As one member said recently, "he will be forever in our hearts".

ADMIN AND OFFICE REPORT – CHRISTINE TIERNAN

Please note, Dan is not the first point of call if something goes wrong in the studio. You have Steve Kings number in the studio. There is also Ros number too, please text her, do not email or ring, she can often fix a problem remotely.

It has been noticed that quite often when Dan and I come in first thing on a Monday morning the studios are in a mess. The faders etc are not in the correct position, cups, papers and sweet wrappers are left in the studio. This is not fair on us, when we have to come in and tidy up.

It would be appreciated if the radio club guys do not sit around in the reception area when they are in. This is the first point of call for people and also when people look into the station

as they are passing, all they see are youngsters around the main office area. This has to stop. It does not give a good impression of the station.

At the end of this meeting, please help clear up and not leave to Dan and me. We came in early this morning to set up and to get the drink etc for tonight. If we all help it won't take long to clean up.

Finally, a personal message to Laura, hoping that your new baby brings much joy to you, Jim and your mum. Looking forward to meeting him/her and having a cuddle.

Please note that membership is now due, still £12

ELECTION OF DIRECTOR

Ros is due for re-election and has agreed to stand for a further 2 years. Simon proposed and John Taylor seconded.

ANY OTHER BUSINESS

There was no other business.

The meeting is brought to a close followed by a buffet and drinks to celebrate a wonderful year.