

**ANNUAL GENERAL MEETING**  
**27<sup>th</sup> JANUARY 2023**  
**GATEWAY STUDIOS, EASTGATE CENTRE**

1 ATTENDANCE

Ros Connors	Danny Lawrence	Chris Tiernan
John Taylor	Liam Corrigan	Paul Scarlett
Ari Pap	Laura Anderson	John Jenkins
Aston Avery	Tony Fuller	Simon Turp
Ian Campfield	Neil Matthews	Steven King
Simon Law	Steve Shrimpton	Bola
Jacqui James	Pam Bickle	Kurt Wilson
Jamie Warren		

2 APOLOGIES

Ryan Surrige	Tyler Pittaway	Jack Carter
Oliver Whitfield	Jack Surrige	Cameron Woodberry

3 MATTERS ARISING FROM PREVIOUS MINUTES

No matters arising.

4 MINUTES APPROVED

Simon Turp approved minutes seconded by Paul Scarlett.

5 ACCOUNTS UPDATE FOR PERIOD ENDING 31.12.23

Our accounts are now with our accountants. Our end of year was 31.12.2022. These can be made available to anyone by going to Companies House later in the year once processed. As predicted in 2022 - our income has dropped back to pre covid figures.

In 2020 when covid came Gateway income went up with the many projects we were running to keep people safe with on air messages, fitness and on radio project to Name just a few. It was natural as we came out of covid after 2021 resulting in another good year. 2022 has dropped back to 2019 pre-covid figures. This has happened to all charities across the UK. However, we have had another good year.

6 EXECUTIVE DIRECTOR REPORT AND PROGRAMME CONTROL- ROS CONNORS

Programming hours - 2022 average was 8 hours of original programming per day, and broadcast 24 hours in total, much of it out of hours is automated, however we have new live show on Sunday evenings called 'Sunday Late and Live', which started as a streaming experiment and has carried on as it has been quite successful,

running on quite a few stations up and down the country. Pride Matters on Saturdays seem to be working well. Live events like Basildon Pride, St Luke's Light Up a Life, and our monthly link up with Basildon Hospital Radio continue and are well received.

Christmas: The light switch on event was another success. Thank you to all those involved. A plethora of programme content from Paul Hollins at Blue Revolution together with some shows made by Gateway members helped to fill nearly two weeks over the festive period. Thank you to all those who contributed.

DAB : Two more trial broadcasts that have helped bring in a little bit of extra advertising with the Basildon Panto, and promotional interest from places like Hornchurch and Burnham.

TuneTracker: The 'Clear Song Information' event is to wipe clean the song meta details on radio player. I have people are not using it. Please can we address this?

Music: There have been several negative comments about the style of music being played during the day. One always tries to deliver the best, but we cannot please all. Playlists are being amended regularly to stop a large number of repeats, but if anyone feels this is happening too frequently, please let me know.

Pre-Recorded Shows: If you supply pre-recorded shows for transmission, please remember I need them in good time, and ahead of the day of transmission. Two new replacement syndicated shows are just beginning. Stafford's World on Sundays and Ben's Country Music Show on Mondays for 2023 to freshen the schedules.

Live Shows: Ian Campfield is planning to take on Sunday Breakfast.

Emails: Many spam emails are still going to our studio account with me constantly junking them as and when I spot them. I asked last year for people not to click on them and people are still clicking on them. Please don't click on them, they could contain malware. All music submissions should be coming through me. Any sent directly to studio are deleted.

Thank you to all who contributed to our programming in 2022.

## 7 Executive Director Report/Business Development - Danny Lawrence

We have continued to be successful with grants - 20 active grants and 15 waiting on. Education has continued throughout the year and course qualifications - NCFE Level 1 all who took part passed and we are into second term of this year's entrants. The kick start project closed in July 2022 and we had two participants who took part.

Grants range from children in need, national lottery, Essex County Council and Basildon Council as well as Essex Fire and Rescue and the PFCC to name just a few.

We became a good employer and signed the good charter as well as the Armed Forces covenant and continue our disability accreditation.

We celebrated the Queens Jubilee with trees and a party which was funded and continued our active Essex fitness via a grant.

We went onto Essex DAB during June to celebrate the Queens Jubilee. We managed the death of the Queen in the Autumn in a professional way. We went back onto DAB Essex throughout December 2022 as part of our Christmas campaign.

Our Christmas advertising sales went up - thanks to Ian for his hard work.

Our reception is still only open until lunchtime as we came out of covid like other organisations we recognise that things are different these days, and out of hours the phone goes to answerphone.

We offered training days with Paul Chantler and Scrutton/Wyatt and the radio club went to Radio Essex.

Subs continue to be set at £15 for a year, if you are a member of radio club or unemployed you are excluded.

We have had 5000 people visit the project - John Jenkins will update us with the year stats in total in his report including interviews and work placements.

2022 has been a good year, however 2023 there will be challenges with costs of living, however we continue to be striving project.

## 8 DIRECTOR/EDITOR REPORT-JOHNNY JENKINS

Thanks to all presenters. It has been another strong year, bouncing back from Covid measures and back at full strength.

Welcome to our new presenters on board, Ian - pleased that he is taking over Sunday's weekend breakfast after my 6 years at the helm. Well done to Ryan taking the step up to drivetime.

Guests since April - 1,418 - up significantly on last year. We have engaged with 292 young people; this is also up significantly.

Events include: local elections - thanks to Ros, Steve and the team. Also, to Neil Speight for joining us. The Jubilee Event - great coverage and a special mention of Ros' marathon show with many interviews from local people. Reporting of the Mayfest and Armed Forces Day with the radio club. Our first ever stage at Basildon Pride - well done to Kurt and Ryan for hosting and the whole team. Radio 2 Children in Need Day - we had an hours' worth of mentions on the Jeremy Vine show. Active Essex day just a few weeks ago, meeting community groups from across Basildon.

We had to deal with the death of the Queen this year, putting in place protocols we have had for years. Well done to Ryan - who was on air before, and to Ros and Aston for adjusting on air and digital content.

Remind us that we must always be ready for this- in every studio is a guide. It could be the King, or anyone else, even the US president is mentioned (he is 80).

GRANT PROJECTS - Gateway to Fitness - now rebranded Gateway to health and wellbeing, with regular exercise classes on air, one a month - down from two. One mental health features a month - this is new. Please sign up online at [gateway978.com/fitness](http://gateway978.com/fitness). This project is funded by Sport England.

CORONAVIRUS - updates now 5.30 on Fridays and Sundays.

CONTENT - Prospects sent 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 or upload them to the shared calendar by the afternoon before. I write and schedule the email the night before, so if you send me the details late, it won't be in prospects. Aston can help add to the calendar.

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

Social Media - we are trialling a new platform to publish posts - buffer -for more information, please see Aston.

Website content - keep blogging interviews. Aston for example biogs every time they do an interview. If you do a specialist show, you can do a special blog post for each show. Or Pat does a blog for their regular updates. 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.

Thanks to Aston who has stepped in running biogs and social media. Including for Sunday Delight, drivetime, unsigned gateway and good afternoon.

COMING UP - elections? Live overnight programme on Thursday 4<sup>th</sup> May- please let me know if you want to be involved.

Pride - In September, let me know if you want to be involved.

Unsure of Basildon at Christmas - updates to follow.

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.

## 9 STUDIO MANAGER REPORT -ASTON AVERY

In my role as studio manager, it is to make sure that the studio is looked after by all of us for e.g. Cleanliness, tidiness and even data logging.

Firstly, I would like to say a massive thankyou to everyone who has managed to make sure that the Gateway studios and other facilities are looked after properly even at weekends too.

Studio hygiene is very important and those that are cleaning the studio and signing the cleaning sheet after use, I would like to say thank you for that, however, there are some that clean the studio but don't note it down on the cleaning sheet, as a reminder the cleaning sheet is in a plastic wallet in front of the presenter's desk in each studio. Cleaning products are in cabinets in both studio 1 and 2. Please clear up any rubbish (i.e. used wipes after cleaning, food wrappers etc), that has been left in either studio, training area or reception area. There is no problem in bringing food into our premises, but this must be consumed in either the training area or reception area and not in any of our studios as that can cause the mixers or equipment in the studio to become sticky. Our sanitisers are there to be used, so when you first arrive into Gateway, please sanitise your hands. Also, the pull banners will be staying in both studios, the same will also be said the screens, so do not move them.

Studio maintenance is very important. What can sometimes happen after the studios are used is that faders are left down, buttons are pressed and dials on the mixer are not put back to how it was found before you have either started your show or you are pre-recording an interview. So, I would like to remind everyone that after the studio is used, please put everything back to how it was found before it was used. It is not fair if a presenter who is about to present a live show or is pre-recording their interviews for their show has to fiddle about with the settings on the mixer.

Just as a reminder to everyone, we have a signing in screen in reception as you walk into our premises and it is important that everyone that enters our premises whether it is yourself, a studio guest you have on your show, anyone who is on work experience or training to please sign in, as we are keeping track on how many people have signed in each month. This is being checked on a monthly basis by myself, not only that it is also in case we have to evacuate the premises as well. I can reveal that last year we had 2,975 volunteers/visitors check in which total to 11,900 hours, so well done everyone.

If anyone has any questions regarding studio management or studio hygiene, you can email me and I will respond when I get a moment, or if you want to request a meeting then I am open to that as well. Please do not be afraid to ask.

## 10 ENGINEERING CONTROL- STEVEN KING/JOHN TAYLOR/PAUL SCARLETT

Studios 1 and 2 have been regularly serviced throughout the year by myself and John Taylor.

The transmitter from the Basildon hospital has been maintained and serviced alongside 5.8G which connects the audio from the galleries to the hospital throughout the year.

January to March - cable re-run and renewed from hospital and the galleries due to a deterioration of the cable and rewire a backup audio system link to the hospital, the portable studio has now got a pair of microwave links for future outside broadcast, the old FM link 23 to 27MHz we used to get an audio back to the station as that frequency has now been discontinued by Ofcom.

April, the barix which sends an audio feed through the broadband have been restructured and we configured the updating firmware.

The main telephone network to the studio was breaking down due to odd copper cable. This went on for a few months, open reach back to try solve the problem with the crackling on the line, problem was solved eventually.

May- the audio rack what sends out radio shows to the transmitter and online streaming, as well logging (recording 24/7), reorganising and tidying to prevent any breakdowns and reduce the equipment down to one rack. This is a big job.

July - August - was to future proof the network by replacing sweet cheese and modems. Simon, Paul and myself discussed weekends to migrate the old to the new system which was completed over two weekends, this includes an adapter which changes the old analogue telephone lines to a digital system, i.e. VOiP, which allows the station to keep the old studio telephone number.

September - refitted studio mic live lights in the training, stops any noise going into studio two if anybody is talking too loudly. The light will come on as soon as the mic active position, prods anyone to keep quiet.

November - I discussed a new idea for a project with Danny called the radio history, which is an education, not just for the radio club but any visitors coming to see what a radio studio is like and to see the DJ's using old retro equipment, which is completely different to what we are used to now with computer technology play out systems. It is a very exciting project which will be commencing over July and August during the 6 weeks holiday, giving visitors an insight into their community radio, how it all started back in the early 70's, with photos and dialogues and also all programs from yesteryear. This project runs into 2023.

December - myself and John Taylor discussed with Danny about upgrading the office computers to Windows 11, at the time we involve running Windows 10 which is old hardware, which is not capable to upgrade. This will be more less completed by end of 2024. With studio one and two being the final migration of the operating system just working through the office and training area.

As Aston Avery is studio manager for the station, he has kept me up to date of any kind of technical issues and problems regarding studio 1 and 2. Aston is definitely a useful person when it comes to co-ordinating and bringing up issues which I oversee.

During December, as you know I am always on standby if any technical issues with the transmission and the play out from studios do occur, gladly to say 2022 has been a good year and no major issues have occurred. DAB during the month of December went pretty well and the sound quality was a lot better than before. I discussed with Simon about setting up an AAC audio coding. At the moment we are currently streaming MP3 push outcast, it would be nice to actually forecast through ice cast which is a much better and reliable streaming platform, not just for our listeners but if we do any more DAB in the future, it will improve the time lag and the quality for reliability. Past experience with AAC is excellent when it comes to decoding audio and encoding and using ice cars myself for relaying studios anywhere in the world.

#### 11 WEBSITE/COMMUNICATIONS- SIMON TURP/TYLER PITTAWAY

Apps running ok, no issues to report.

Website is performing well, but improvement needed on engaging content to keep people on the website.

##### 2022 vs 2021 - Audience Overview

Users - up 10.70% - 42,458 this year

New Users - up 11.75%

Sessions - Up 2.75%

Number of Sessions per user - down 7.18%

Page views - down 8.69%

Pages per session - down 11.13%

Average session duration - down 28.73%

Bounce rate - up 5.9% (bad)

New v Returning - 7% are returning and 93% were new visitors in 2022

##### Demographics Overview:

25-34yo - 20.97% - slightly up

45-54yo - 20.67% - slightly up

35-44yo - 19.60% - slightly up

55-64yo -16.14% - slightly down

18-24yo - 11.95% - slightly down

65+ - 10.67% - down by nearly 10%

##### Technology overview:

Mobile users - 54.90% - up a bit

Desktop users - 41.5% - down a bit

Tablet users - 3.6% - about the same

##### User Acquisition:

Organic (google etc) - up 38.2%

Direct search - about the same

Social media - down 38%

Referral traffic - down 57%

Top Organic news stories:

First Bus Plans Major timetable shakeup across Essex, 1863 views

Basildon at Christmas event is back for 2022 - 643 page views

Who are the best footballers to come out of Essex, 599 page views

Meet the Basildon Woman with family fleeing Ukraine - 393 page views

Towngate Theatre Holding open auditions for Petere Pan Panto - 368 page views

Top External news stories (which led to Gateway):

BBC Essex - Fire crews save Grays Wildlife hospital from blaze - 776 page views

BBC Essex - Walton-on-Naze swimmer reported missing in resort - 665 page views

BBC Essex - Colchester army barracks sex videos - 603 page views

Sky Entertainment news - Freddie Flintoff taken to hospital - 457 page views

BBC Essex - Laughton Homes Evacuated - 308 page views

Top blog categories:

Daytime - 4995 page views

Drivetime - 1998 page views

Cool soul - 477 page views

Good afternoon- 395 page views

Radio club - 215 page views

Phone system operating good with no complaints.

We have modernised all telecoms at Gateway 3 years ahead of the PSTN switch off.  
Future proofing the station.

We had some broadband issues during the year and these were finally rectified after many engineer visits. Found to be a fault with internal cabling (as well as a separate problem significant easier.

Hoping to start streaming AAC codec in the next month, which is a different type to our current MP3, but allows for wider compatibility with low bandwidth devices, as we can stream at a lower bandwidth but maintaining the same quality levels.

Noted Ros's earlier comments about continued email spam, referred to my discussion last year where I suggested potential or moving to Microsoft 365. Suggested the directors touch base with me again regarding this as it's likely to help with better spam filtering tools.

12/13 RADIO CLUB - LAURA ANDERSON/ARI PAP

Radio club in 2022 started with gaining a few new members. In fact, most of the old roster has moved on to get jobs so special thanks to Abbie and Freya for being valuable members of the radio club. With a surge of new members we are proud to



announce that a lot of them decided to start the NCFE radio broadcasting course, so we are running level 1 and 2.

Jack Petchey award this last September went to Shane and provided Gateway with new portable recorders. Thank you Shane.

In the summer we organised a trip to Adventure Island in Southend and a visit to radio Essex studios, thanks to Ian, where our new members had the opportunity to see how a different radio station is set up.

Radio club paid a big role in the major events in Basildon, such as Basildon Pride, and the Christmas launch event.

We had radio club extra running over the half term periods and special shows aired like the radio club Christmas show.

We are looking forward to all the trips and event coming in 2023, and we have an announcement to make now for the new Jack Petchey winner this month -Jamie!

And to finish before we award the Jack Petchey, we would like to thank Danny for his continued efforts to keep the Radio club going strong.

#### 14 ADMIN AND OFFICE SUPPORT- CHRISTINE TIERNAN

Please note that subscription fees will now be £15 per year and are due now.

As from Monday, I will be coming in on Tuesdays, Wednesdays and Thursdays only. Ari will be taking over from me in dealing with the work experience placements. Thanks Ari.

Can everyone make sure that the studios are left clean and tidy for Dan when he comes in on Mondays.

I would like to say thank you to Steve for washing up the cups every morning and for making teas and coffees. Much appreciated.

#### 15 GATEWAY DIGITAL UPDATE - PROGRESS ON DAB AND OFCOM ROUND 5 - DANNY

In 2022 we went onto Essex DAB from 1.6.22 - 30.6.22 and 1.12.22 - 31.12.22.

In two years, we have done 4 tests.

I met up with Paul from Phoenix FM in the late autumn to discuss small scale DAB and our support of his application to apply for a round 5 multiplex.

We anticipate round 5 being advertised this year and they have to launch within 18 months. So we could see small scale in 2024 or early part of 2025. This will be a well

contested round as the application is London/SE so I expect many will apply for this. However, Gateway wants to be on one and I have a map of the area for small scale.

We already have a DSP license to broadcast and reserved capacity is for CDSP so will apply for one of those when the round opens - as this will give us access to the community radio fund - a DSP doesn't. However, a FM license does but not long term FM will be discontinued around 2030.

We are now on the Sky platform - go to apps radio player, same with Virgin media as well as alexa and smart speakers, as we have our own sayings.

Open gateway 97.8 will not go via tune in, play gateway 97.8 via tune in.

16 ELECTION OF A DIRECTOR

Danny was due for re-election and has agreed to stand for a further 2 years, proposed by Paul Scarlett and seconded by Aston Avery.

17 EASTGATE PREMISES UPDATE

Not to be minuted.

18 ANY OTHER BUSINESS

None.

19 PRESENTATIONS

Jack Petchey Award to Lena Mears and Jamie Warren - presented by Ros Connors

END OF MEETING - BUFFET