

## ANNUAL GENERAL MEETING

FRIDAY 28<sup>th</sup> JANUARY 2022

7.30pm Via Zoom

### ATTENDANCE

Danny Lawrence	Ros Connors	Christine Tiernan
Johnny Jenkins	Aston Avery	Steve King
John Taylor	Ryan Surridge	Simon Turp
Liam Corrigan	Paul Scarlett	Pam Bickle
Joshua/Laurie Cole	Ashywyn Smyth	Cameron Woodberry
Shane Sheppard	Jack Surridge	Jacqui James
Xanthe	Oliver Whitfield	Bola
Callum	Kurt Wilson	Freya
Ari Pap	Liz Tuckett	

### APOLOGIES

Laura Anderson	Steve Shrimpton	██████████
Jack Carter	Abi	Cat Norris

Beginning of the AGM Simon Law says a prayer for us.

There being no amendments, the motion to adopt the minutes of the last meeting was proposed by Steve King and seconded by Liam Corrigan.

Accounts are at the accountants, when these are available they will be given on request. Dan mentioned it has been an exceptional year, however when we return to normal it will fall. More details in my report later.

Dan has said keep 4<sup>th</sup> June clear, we have an event at the Laindon Community Centre for Gateway members and family.

### EXECUTIVE DIRECTOR/PROGRAMME CONTROLLER – ROS CONNORS

The work to keep the radio station on air 24/7 continues to be a full-on 24/7 commitment. I want to say a big thank you to two people who have performed exceptionally over the last 12 months. Johnny Jenkins who has taken on editorial duties and Aston Avery who is our new station manager.

Programming hours: 2021 average was 8 hours of original programming per day, and broadcasting 24 hours in total, much of it automated. A new extended Saturday coffee and tea with ██████████ Kurt doing very well, and with some of these programmes incorporating live OBS like reopening of the Laindon Community Centre. Hospital radio and

Gateway request shows I consider to be a live OB once a month from Basildon Hospital. Drivetime with Freya, and very soon Cameron, seeing people progress on from radio club is very refreshing. I am particularly proud of what we've achieved through Covid through holidays like Easter, and over Christmas with shows both from members, and the package we buy in from Blue Revolution with the output sounding very slick, especially on Christmas day with the Queen's speech and the chimes on New Year's Eve. The DAB trial was excellent and we'll have more information on this in Danny's report.

If you supply pre-recorded shows for transmission, please remember I need them in good time, and ahead of the day of transmission, preferably several days ahead. Several shows, and I'm sorry to say the same shows are still being delivered late, or formats being changed without warning causing confusion. Therefore, I am making several schedule changes.

Tune Tracker:

Please close down lightning when your show is concluded and restart the machine.

Please do not walk away leaving applications open and not tidying up after you.

Song meta details are now appearing on the radio player app. There are some issues with networking needing restarting occasionally if the information stops sending. These instances are rare however. The 'Clear Song Information' event is there, please use it.

I've hosted two tune tracker user training sessions recently. Please let me know if you want to do any more.

Emails: many spam emails are going to our studio account. Please don't click on them. All music submissions should be coming through to me – the programme controller and again I will remind all presenters that you should only ever play songs from TT, unless it has been specifically agreed with me that you should use music from another source.

### **EXECUTIVE DIRECTORS REPORT – BUSINESS AND DEVELOPMENT – DANNY LAWRENCE**

2022 was a good year with grants, most grant funding that was provided continued to be stretched in time spent due to covid. We have continued to adapt our projects and service.

Various bodies have given us grants, there are currently 20 active and 15 waiting. Education has continued to be stop/start due to the pandemic and advertising slightly increased, volunteering decreased but then increased depending on restrictions. Covid grants to keep the place clean were gained to be spent in 2022, this has included the adaption grant, volunteering has decreased but only back-room assistance.

We have run the kickstart project with DWP and ECC giving young people a chance of getting into work from 6.11.21 to mid-2022.

2021-2022 saw the station take part in our own DAB trial across Essex which brought in a few new advertisers and we plan to wait for small scale DAB roll out I predict 2025.

Covid projects has helped the station with the on the radio project giving thousands of masks and radios to the needy, project ending in 2022.

Our reception is open till lunchtime every day and answerphone reverts to email out of hours. We are very much aware that we will not be able to get back to the pre-covid reception staffing levels. People's prospective have changed and rightly so.

### **EDITOR'S REPORT – JOHNNY JENKINS**

Thanks to all presenters. It has been another strong year, working through different Covid measures. Welcome to our new presenters on board – Freya, Cameron and today – Ryan.

Volunteer hours since April 8,432

Guests since April – 1,145

Young People since April – 206

Grant projects – Gateway response – still running

Gateway to fitness – regular exercise classes on air and online, two a month, please sign up online at [gateway978.com/fitness](http://gateway978.com/fitness), this project is funded by Sports England.

Coronavirus – updates now 5.30 on Fridays and regular political updates – I try to record updates for quiet shows.

#### 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. Guests – I try to get most local guests on daytime 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 on twitter, facebook and Instagram through Hootsuite. Post pictures and videos too – get creative with it but please do not bombard Instagram, we should be posting twice a day maximum on here. If you need help with social media, we can help. Let me know. Website content: keep blogging interviews. Aston for example blogs every time they do an interview. If you do a specialist show, you can do a special blog 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 blogs and social media.

#### Coming up

Elections? Not sure of format. We will update you. 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.

### **STUDIO MANAGER – ASTON AVERY**

I assumed the role as studio manager in May 2021, and my role is to make sure that the studio is looked after by all of us for e.g. Cleanliness and tidiness.

I know the last 2 years we've been living in difficult times and still do to this day, but I would like to say a massive thank you to everyone who has managed to make sure that the gateway studios are looked after properly, even at weekends.

As we are still living through difficult times, this means that 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, so I will be clamping down on this. I understand the cleaning sheets were placed in a certain area of studio 1 and 2, but this has now been simplified and they are now on top of the CD player in a plastic wallet on the presenter side in each studio so there are no excuses any more. Cleaning products are in cabinets in both studio 1 and 2, also clear up any rubbish that has been left in either studio, training area or reception area.

Studio maintenance is another factor especially that last year we had new mixers placed into both studio 1 and studio 2, which our engineers will say more about this in their report, so I would like to say thank you to our engineers for sorting out our new mixers for both studios. What sometimes happens is that the faders are left down, buttons are pressed and dials on the mixer are not put back to how it was found before arrival. 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.

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

### **ENGINEERING DEPARTMENT – STEVEN KING, JOHN TAYLOR AND PAUL SCARLETT**

Reporting changes and alterations of the station as a whole prior to 2021, included in report will be IT with John Taylor. This report will include stock takes, servicing building and future maintenance to the station.

January and February, the main months of lock down but the station was still running with engineer on standby if any major problems occur, i.e. transmitter audio link to the hospital and studio issues which was still using the old equipment at this stage.

March all the PAT testing for statement equipment been tested for up to 2 years, portable studio was tested at the same time for 1 year this is purposely used. for outside broadcasts location.

During March was preparing for new refit for both studio one and two by myself and John. Started refitting studio 2, the turnover time of completion was seven days, this was done in April.

The racking that sends the audio to the transmission and online streaming are carefully monitored and maintenance as required for any kind of future issues. Main instalment has been the new central storage and a new modem to replace the old existing modem, we had to provide coming into the station and two modems need to work together if one goes down it keeps the station online the Vigor Draytek main modem

During August we had a fouling feed of 5.8/G connector to the hospital which sends the audio to the transmitter, a new pair of connecting dishes were ordered and configured, which put the station out for four days on FM, the longest outage we've had. Due to this we now purchased a second pair of audio dishes if one goes down the other one kicks in so this failure will not occur again.

From October I am now an official PAT tester, throughout the station that means all electrical equipment will be tested every two years and portable equipment for outside broadcast will be tested once a year certificated and itemised items will be listed every time the testing is done.

During December an alarm was raised for the UPS batteries to be replaced. This problem was solved running to 2022.

2022 is going to be the year of tidying up the infrastructure of the mechanics of the station, example engineering transmission area for reviewing and replacing and tidying up cables, interruption of any broadcast will be minimised, that also includes internet network.

### **PAUL SCARLETT – IT**

Training area firewall – the current firewall within the training area is currently operating with no issues. The only worry I have with it at the moment is that it is running a bit on the hot side of the processor. This can lead to early failure of the device and other issues with it crashing on a regular basis. I will try and find another machine with better cooling or possibly a different case to put it in. But bearing in mind that this is currently a dell computer case. Their motherboards are normally specific to the case. Which could be an issue transplanting into another case.

IP addressing – recently John and Steve set up static IP addresses on most of the devices within the station. This was a good idea, because if we have any power failures at the station none of the IP addresses will change to something different. Especially if the computer is mission critical. I have also ensured that we don't get any IP clashes by reserving the addresses within the route.

Central storage – once again central storage is getting filled up with audition project files. Last time I done an audit of this just before Christmas, there was over 150,000 of such files on the central storage. Once you have edited and exported your file to mp3, these files now

become useless and just junk. Therefore, this needs to be cleared. This is going to be more important in the future. I spoke to Danny last time I was in about getting off site backups sorted for the central storage. If there was a fire or flood in the station the central storage server would be destroyed. Then the station would have an issue, due to the fact we would not be able to restore any data from backup. I am currently in the process of doing a cost analysis of this and currently have 4 possible options for off site backups These are as follows:

Microsoft Azure cloud backup

Amazon S3 storage

Goggle drive

Dedicated backup solution from someone like barracuda, redstor or backblaze.

At the moment I would prefer Google drive, as we already use google for our emails. But they are in the process of removing their legacy product. Therefore, I don't know if in the past we had google drive and also how much we were paying for it. I hopefully will have the costing sorted within the next few weeks. Once I ensure I know how much storage off site we would need.

#### **WEBSITE/COMMUNICATIONS – SIMON TURP** [REDACTED]

Since the start of Gateway, we've used G-Suite (Gmail) as our email service provider. Back in the day, they offered a google apps plan for free, and although this was eventually removed, it was grandfathered for the existing users. Just recently, Google has decided to remove this service entirely, forcing on to a paid plan.

We are exploring options, and we have a few months to make the decision, but in short, Gateway will have a new cost to pay for in this area. As an authorised Microsoft 365 reseller, I would personally recommend that over what we have now, simply for the value of cost. It will also massively help our spam email filtering, with our current package on google, we are limited to the tools to restrict these. But I will arrange a meeting to discuss with Danny/Ros so we can decide the best way forward.

I spoke last year about the listen again service on the mobile apps, unfortunately, I had some problems implementing this, but it's nearly ready to go. Anyone who wishes to test the new version on either android or iOS please send me an email, when its ready I'll invite you to the test.

Phone system, nothing really to report. All seems to be operating well.

Myself and [REDACTED] are looking at making some changes to the website to add some new functionality, and we will keep you updated on this as we progress.

Ros mentioned about social media posts not being duplicated across platforms, for example being posted only on one platform, but expressed that all members should be looking to use all three social media platforms as much as possible, we can utilise Hootsuite to duplicate the same post across the platforms.

Audience overview:

Unique users, 38,267 users compared to 50,798 (-25%)

New users 37,830 compared to 50,489 (-25%)

Visitor sessions 49,665 compared to 65,175 (-24%)

Unique page views 76,89 compared to 92,868 (-17%)

Pages per session 1.55 compared to 1.42 (+9%)

Average session duration 01.6m compared to 00.54s (+23%)

**RADIO CLUB – ARI AND LAURA**

2021 started with lockdown. The radio club continued to broadcast the takeover show from home with the help of the internet and the discord app for which we got funding for another year to upgrade the sound quality from the free version, thank you Danny for getting us the funding. Continuing from last year we have the NCFE radio course.

Abbey became a member of staff this year and was a great help especially this year where was so much uncertainty with the lockdowns. We also had Jack Petchey awards, one to Freya and one to George.

We had two members of the radio club do their first full day time show, Cameron and Freya, who took on a regular drive time spot as well.

With lockdown easing up in the summer, we organised a trip to Bletchley Park to see the codebreakers exhibition. This was the first trip post covid and it was a big hit.

We also had some new members join our ranks and there is a lot of interest and emails about people joining. December, we ended the year with a great trip to the laser tag mega-zone. For this year we have more workshops planned. We would love to get a trip to the BBC tours, as we still have funds from the collection in honour of John Anderson. As it would have been his 70<sup>th</sup> birthday today, he would have loved to go to a trip like that himself.

**ADMIN AND OFFICE SUPPORT – CHRISTINE TIERNAN**

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

There is a jar by the fridge for contributions towards tea and coffee plus biscuits. We would be grateful if you could put 50p or £1 in it every now and again towards the cost of milk, tea, coffee etc.

As mentioned by Aston earlier, please make sure you clean down the studio after your show/recording and most importantly, sign the sheet to say you have done this.

### **ELECTION OF A DIRECTOR**

Ros was due for re-election and has agreed to stand for a further 2 years, proposed by Chris and seconded by Aston. Ros re-elected.

### **SUCCESSION PLANNING OF THE COMPANY**

Please that Johnny Jenkins has climbed the ranks to become a Director, plus from radio club to radio presenter for drive – Freya and Cameron.

### **ANY OTHER BUSINESS**

Paul wants to arrange an engineering day.

### **MEETING END**

Buffet and refreshments