

## ANNUAL GENERAL MEETING

FRIDAY 26<sup>th</sup> JANUARY 2018 – 7.30pm  
STUDIO SUITE, UPPER GALLERIES, EASTGATE CENTRE

### ATTENDANCE

Danny Lawrence  
Liam Corrigan  
Steven Alden  
[REDACTED]  
John Jenkins  
Kurt Wilson  
Steve Shrimpton  
Jack Carter  
Richard Becker

Ros Connors  
Simon Turp  
John Taylor  
Owen Waugh  
Kelly Ann Pacey  
Jacqui James  
John Anderson  
[REDACTED]  
Poppy

Chris Tiernan  
Richard Yates  
Ari  
Laura Anderson  
Abbey  
Peter Irvine  
Paul Scarlett  
Oliver

### APOLOGIES

Ashhwyn Smythe  
Aston Avery

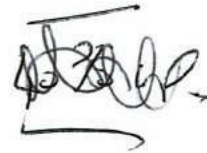
Saida Sheehan  
Hannah Woolmer

Dave Montier  
David Webster

There being no amendments, the motion to adopt the minutes of the last meeting was proposed by Christine Tiernan and seconded by Steve Shrimpton.

- 3 Danny opens the meeting and reminds everyone about the fire exits.

Laura Anderson presents the Jack Petchey Award to Ollie.



- 4 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 overall on income.

### ROS CONNORS – Executive Director/Programme Controller

I said to you at last year's AGM that 2016 was my worst year in the eight years I have been at Gateway, with the deaths of both Arthur Johnson and Yvonne Williams. With 2017, things have been very difficult again with me being seriously ill back in June. I have made a full recovery, I have to say that keeping busy with Gateway has really been the best therapy, and I want to thank Richard, Danny and Chris, as I do not think I would be here talking to you all now if it wasn't for them. I certainly thought I was going to get away with light duties for the foreseeable future here at Gateway. No so. The work to keep the radio on air 24/7 is a full on 24/7 commitment.

Programming hours:

Our commitment to Ofcom has changed. After so many years on air, we are allowed to tweak our licence agreement, which Danny and I have done. We have opted to commit the station to fewer live broadcasting hours and we are now allowed to log the details as original programming (ie live shows or pre-recorded ones), and locally produced programming, which can include modifying a syndicated show, or through voice tracked shows such as Sunrise, Late Night Love, Through the Night and the soon to start – Unsigned.

Our target for both of these for 2017 was 56 hours of original programming and 91 hours of locally produced.

What we actually achieved was 103 hours original and 144 hours produced.

We've welcomed some new people to the fold. Saida, who is helping with the BHR monthly link ups. John Jenkins who has produced some good radio, Hannah Woolmer who has returned classical music to Gateway after the sad loss of Yvonne. Thanks also to the radio club team, and the young club members who are finding out all about radio thanks to Laura, Aris and John J and with some grant funding from the BBC's Children in Need.

Whatever role you have undertaken contributing to the above, once again I want to thank you for your help and support.

With pre-recorded shows I want to mention one niggle tonight, if you do supply a weekly show or shows, for transmission. I need them in good time and ahead of the day of transmission, preferably several days ahead. There are currently three shows that are sent to me, either arriving on the day of tx, or last thing in the afternoon on a Friday and often in the middle of a drive time show.

You most certainly won't know what my movements are at the station when you send material through, unless perhaps by checking the schedule on the website. However, if your show is for tx say Tuesday night and you send me an email on Tuesday afternoon, and I have the day off and have gone out for the day, then I am not going to see your email, nor is your show going to be broadcast. A polite request to allow enough time for me to prepare rather than leaving it to the last minute.

I would like to thank Steve King and other members of the engineering team for all of the outside broadcasts in 2017, the monthly link ups with our good friends at Basildon Hospital Radio, Kodasai 2017 at the Holiday Inn and Swan Housing events. A special thank you to Saida who was thrown in at the deep end hosting many of the live links and also the election night broadcast.

#### Show Content:

I mentioned at last year's AGM that I feel local content, connecting with the community is weak during daytime and good afternoon on weekdays with regards to interviewing guests. While the office will try to feed through some interesting features and guests, there is also an onus on the presenter to be pro-active in seeking out local content. This has not improved.

Several members have mentioned to me about the Basildon Pantomime at the Towngate Theatre and why in 2017 we didn't engage with it as much as in previous years. Both Danny and I feel that when we showed a commitment to the panto by sponsoring it – we spent £3000 doing so – getting our branding on all the posters, on sides of buses, in the brochure etc. We felt we were short changed by the theatre management who seem to want to entertain Global Radio. It appears to be a long term tradition when they invite Heart to the event, allow them to stick up their branding, hand out flags, and swing charity buckets collecting for non-local organisations, and then inviting Heart presenters up on stage for a bit of 'fun'. Danny and I both felt that we spent £3000 one year on the panto, and every year Heart spend nothing, that it should be us they are entertaining and not them. Sadly this has not been the case, we have withdrawn any sponsorship for future shows as the support isn't being reciprocated, although a small Gateway ad in the Towngate shows brochure and on their website will continue, as will the Friday link ups with Louise Frankton, the PR and marketing manager who I can tell you is not responsible for some of the perverse decisions being made by the Towngate that appear to exclude us.

The same issue has also affected the Christmas lights switch on in the town and as such, we didn't have anything to do with that in 2017 either. However, we are sponsoring films at the Billericay cinema, which you may have heard on Drive-time this evening, and I am sure Danny will want to tell you more about it in a moment.

I have secured two back stage passes for WeAreFSTV in Upminster for the Bank Holiday weekend at the end of May.

Engineering:

The Tune Tracker upgrade has had one or two setbacks which have been corrected. However, the plan to swap to the new system in the studios appears to have grounded to a halt.

Listen again feature has appeared on our website, to the pleasure of many.

One of the things we want to seriously look at in 2018 is the DAB trials for community radio, as I feel it is very important that we get onto this platform, and we have some solid ideas about how we intend to proceed with this.

### **DANNY LAWRENCE – Business Director**

Over the year 4101 checked into Gateway, on average 8101 in 2 years.

Grants continued to flourish with Lottery, Children in Need, Jack Petchey Achiever and grant, ECC Chairman's Fund, High Sheriff, Tesco's – Groundwork, Essex PF Commissioner, Lets Celebrate – Lotto, Basildon Council Community Grant, Asda, private donations/grants. There are currently 6 grant projects on the go with 5 waiting outcomes on.

A small rise in advertising during the year along with new enquiries.

108,000 listeners on 1 line, 91,000 unique. Twitter followers have grown. On average we have about 103 programmes. Listen again feature is now live.

412 volunteer hours worked a week. The station has had another really good year.

Station continues to run radio course and draws down funding from ECC/CSS. Weekly paid placements have expanded.

Accounts – advertising has gone up, grants, fundraising and education is up, donations are down, but we do not allow for this area. We are up by just under £14K in the accounting year. We are very prudent because some years will be better than others.

Gateway Digital Basildon Ltd set up in the wake of DAB

- 1 Routes – become a mux owner
- 2 Become a customer on a mux

Explain about how it works on the trials, how it is looking at working and ownership and what routes Gateway can take.

Gateway technical – expand FM signal, application this year, our plan into Thurrock. We are not committed to getting on DAB, however are committed to being a MUX owner until we know how it is going to be licensed and of course costs. We are committed to being on a DAB paid stream if

need be.

We have have had placements at BBC Essex and Sport. Also, Daily Mirror placements.

A few moans, reboot tune tracker – John J weekend ppl  
Do not sign into twitter as yourself, it will log us out of hoot-suite  
Contact after office hours has been better.

For the year ahead – coverage expansion, small scale DAB, lease on unit – Summer 2019, extension apply for Ofcom fm license – to reapply in March 2019, early renewal for September 2020 – for 5 years

Radio Hub – promote networking event- 17<sup>th</sup> March – all welcome, held in Kent

Radio Hub – DCMS and Ofcom have authorised funding to expand this project.

Gateway very happy that a simple project set up for networking has been spotted and noticed by Government.

### **STEVEN KING – Engineering Report**

✓ Transmitting reports RDS at the set to default time changes from winter to summer and to be disabled due to receivers changing the time clock on a radio, also transmitter be sent to broadcast whereas for a major repair in February reason being power dropping resolved in a couple of hours.

② Studio maintenance is regular service on the mixer faders and switches to make you crackle.

Outside broadcast – the 3- 4g mobile network briefcase audio has regular servicing and maintained for any outside broadcast PA system for public service.

The portable studio is now assembled and running for big outside broadcast at specialised events (would like to have a portable laptop with programme TT installed).

UPS batteries have been replaced in both studios and the engineering audio racks for studio one have recently been replaced.

Security cameras have been purchased and fitted recently and yet to be configured for access outside the network. At the moment the system is set up and running and recording with a 2 TB hard drive fitted.

Richard and I have been working together for major works such as the internal network stacks and outside events and relaying any issues with TT master.

Working very closely to support new and exciting platform called low scale DAB on the technical engineering.

John Taylor has been appointed as hardware/software IT technical solver.

### **WEBSITE/COMMUNICATIONS – Simon Turp**

IOS App – in September, Gateway successfully launched the mobile app for Iphone and Ipad. On the app, you can do a variety of things such as listen live, view the schedules, interact on social

media, and also view the latest news from our website. We also have the ability to have live video streams to the app (and website), which I will demo to anyone interested straight after the meeting. Alongside this, we are able to promote certain shows or events using push notifications. We are also looking at ways that volunteers can interact with the app to check in when arriving in the galleries, bypassing the check-in PC. Also, we need to promote the app as much as possible so we can increase our audience numbers to the targeted notifications, and potentially revenue options via means of adverts in the future too.

Android App – I am working behind the scenes on an app for Android devices and I will provide an update in the coming months. I hope to launch it before the summer. We will try and replicate all the same functionality from the IOS app to this one.

Check-in System – I will be performing some system changes on the check-in system to hopefully make it a little more advanced, so it will have to go down for 1-2 days, but this will be arranged in advance and if possible, to be done over a weekend.

Intranet – I did mention in last years AGM regarding an intranet that we will be setting up, this is still being worked on, and should be launched this Spring. It will contain loads of useful information for gateway members to access whilst here in the galleries.

Gateway Internet Connection – Open reach are installing Fibre Optic on the street cabinet we are on by July, so Gateway will be looking to upgrade our internet connection as soon as this becomes available to us in the summer.

Website – Myself and [REDACTED] are investigating and working on the speed of the website, as we agreed it is not 100% satisfactory on loading times at present, and hopefully we can get that sorted over the next couple of months. We stress the point again from last year for as many people to post on the website, please we need your content.

[REDACTED]

Summary of the year – a good year for the site, with visitor numbers up 40% compared to the same period in 2016-2017. New users are up by 42%.

This year we have had a 55% increase in sessions from search engines, and a whopping 97% increase in sessions from social media and a 208% increase in sessions from twitter, which means all the tweeting and status updates have helped directly increase our traffic. Thanks for that!

The number of pages each user looks at per visit remains around 1.9 pages per session. Users tend to spend just over 2 and a half minutes on the site per visit. There has been a 52% increase in mobile traffic and a 22% increase in tablet users.

Some of the most popular content has come from the Breakfast and Drive-time show blogs – which shows you how important it is for every show to be writing a blog post. The top 10 blog categories this year:

- |                            |                    |
|----------------------------|--------------------|
| 10 - Good afternoon        | 5 – Breakfast      |
| 9 - Weekend Breakfast      | 4 – Coffee and Tea |
| 8 - Eurovision Special     | 3 – Digital Blues  |
| 7 - Village Green Festival | 2 – Drive-time     |
| 6 - Radio Club             | 1 – Cool Soul      |

The listeners – this year, across all our platforms, there were 49,415 listening hours across all devices. The average time listening is 28 minutes, and we have had 87,193 unique listeners this year.

We peaked on the 8<sup>th</sup> February at 6pm with 188 listeners online. The 24 hour average is 7,809 listener minutes.

How we can improve – Keep plugging the short links to our website. It makes the site easily accessible, which is important. You can use the following:

<a href="http://gateway978.com/events">gateway978.com/events</a>	to get to the event listings
<a href="http://gateway978.com/add event">gateway978.com/add event</a>	to list an event for free
<a href="http://gateway978.com/listen or/live">gateway978.com/listen or/live</a>	to go to the Gateway web player
<a href="http://gateway978.com/travel">gateway978.com/travel</a>	to see the latest travel information
<a href="http://gateway978.com/listenagain">gateway978.com/listenagain</a>	to go to the listen again service
<a href="http://gateway978.com/ios">gateway978.com/ios</a>	to go the information on our Gateway application

Keeping plugging the social media and keep contributing to the site in any way you can. A little blog to complement your show helps.

The more content we put online, the most listeners we will attract.

Also, we are developing a course to show users the best practice for adding to the site.

### **TRAINING CLUB REPORT – Laura, Ari and John**

Last year we set a goal to increase our regular club members. This year, thanks to the summer radio club open day, we have done just that! We have increased our regular members by 20%.

Our other goals from last year included a regular weekly radio play, which we thought could be extended beyond just a radio play and in to new creative radio features. The radio club members have taken that idea and created but not one but 3 new radio activities such as Katie's Quiz, Oliver's secret story and Frasers – how do you like your blanks in the morning. Allowing them to take ownership of their show and be creative with it. But we have not given up on the radio drama project since we have some new ideas about it for this year.

We also had a goal to continue providing the great trips we were known to do, we were successful in organising two great trips to our friends at Funk SX. Due to GCSE commitments from the majority of our members we even had to postpone some trips!

Success for the current year – as you know, Radio Club is funded by the Children in Need charity, and every year we have to fulfil a number of children and people that have benefited from our project, we are happy to announce that we are on track this year as well and we have now got 108 people already on our lists and we have numerous youth groups booked to come in to radio club over the next two months.

Jack Petchey Awards – our members continued hard work and the success of the radio club take over, has awarded many of our members with numerous awards, one of which is the Jack Petchey award, that has helped provide our radio club with funds to purchase new equipment.

Community Radio Awards – the past year we entered the radio club to the community radio awards, for the entry of Community project award, unfortunately we did not make it this year but from the

feedback we got back I would say it was pretty damn close. One of the judges had this to say - "sounds like a well focused and managed project with some good outcomes. Part of the job of a radio station is to engage local non-professionals in the industry process and to offer paths to career opportunities, so this one ticks a lot of boxes. There is no question that enabling young people – especially those with learning challenges, can bolster self-confidence and help people to find a direction".

Success – every member of the club has greatly improved on their on-air presentation skills the past year and have gone above and beyond on making new radio segments on their show such as the features we already mentioned.

The club have explored their individual talents and skills in producing their own Xmas radio show in December 2017. Their one hour show consisted of their on-street interviews, special guests and even Owen playing a guitar solo as Elvis. [REDACTED] independently arranged for a local folk band to play live on air for the show. Oliver hosted and was evidently proud of his ability to present the content to the public.

Every member of the radio club has independently hosted an hour show with heavy planning on structure and content. Every member is supportive of the host and encourage new topics and features that are both news/media related and personal interest.

This is no longer on a schedule as many members can not commit to attending each week and may lose their slot. They have responded to this by improving their team building skills and discussing as a team as to whose turn it is to present as a host. Overall, every member has attempted hosting if they feel ready and confident in doing so.

During the year, we have many productions of shows including the radio club members – these have used as evidence towards their NCFE qualification that will allow them to be qualified in Radio Production at a level 1.

Areas of improvement and the future:

Members have been inconsistent with attendance and this can have a negative effect on projects and shows. However, to move forward with this our figures of attendance have been successful over the year. We have set a target to improve our members by next year by advertising the radio club throughout the weekday shows and increasing our profile in local events and on street interviews.

Radio club open day – this year we are aiming to plan it on a Saturday, this should increase the number of attendees. Moving forward we are hoping to invite local clubs in order to take part and raise our profile.

We hope to continue their features in their take over show. This is highly encouraged to be conducted with limited support from the youth workers. Many members are studying media and industry based courses so we feel this is important for their education.

Finally, special thanks to – DJ John Anderson, star of TV memories. Thanks to John Jenkins and parents of members for their encouragement and support. Thanks to John Jenkins as well his addition to the team this year has been invaluable, and finally we would like to thank Gateway and BBC Children In Need for making this happen.

## **ADMIN AND OFFICE REPORT – Christine Tiernan**

First of all, I would like to say things have improved since last years' AGM in regard to people contacting Dan or me out of hours and at weekends. Thank you.

Please continue with this, all engineers numbers are in the studios and in reception, they are the first port of call before us.

Obviously if it is about not being able to do a show the next day then of course you contact me ASAP.

We have new locker keys, if you are going to use a locker please return the key to the rack at the end of the day.

I would like to say thank you to Stephen Alden for covering reception over the last few weeks, we will miss you.

## **ELECTION OF DIRECTOR**

Ros was re-elected for 2 years, proposed by Paul Scarlett and seconded by John Taylor.

## **ANY OTHER BUSINESS**

We are once again providing the pa system and music for John Barons fun run in September.

Ros and Danny thanked everyone for attending the meeting and that the date of the next meeting will be the equivalent date next year.

Buffet is served.