



Trustees' Annual Report & Accounts 2022/23



Radio Tyneside is a Charitable Incorporated Organisation registered in England and Wales – No 1174808
Principal Address: 3 North Terrace, Newcastle upon Tyne NE2 4AD

Radio Tyneside Trustees' Annual Report and Accounts

Chair's Report



Radio Tyneside is at the heart of Newcastle and Gateshead and offers a powerful and respected voice within the community by promoting health and well-being along with a great mixture of programming.

Over the past 12 months we have supported our community in a number of ways. Being a radio station that promotes health and wellbeing, we have supported many organisations to get their message across along with working with both the Newcastle and Gateshead Health Trusts.

We currently have 48 volunteers working for us which allows us to broadcast 24 hours a day both to the hospital wards and to the community and I thank them all for their continued support, especially over the past 12 months. I would like to thank the Newcastle and Gateshead NHS Trusts for their continued support. Thanks also go to the local businesses in the area who have supported us financially which has helped us enormously in these difficult times of fund raising in the charity sector.

Last June I had the honour to go to Windsor Castle where I received the OBE from the King for my services to our organisation. It also gave me the opportunity to go up to London and meet some former volunteers who, following their time with us, have found jobs within the media. One exception was a member who took a different route and read law at Oxford and is now the Director of Public Prosecutions, Max Hill QC, who joined us whilst at the Royal Grammar School.

This year I celebrated my 50th anniversary with Radio Tyneside and was delighted that a party was held to celebrate the occasion attended by both present and past members along with many others who have supported us over the years. The big surprise of the evening was the presentation of a cheque for £50,000 from the Newcastle Hospitals Charity which is to be spent on updating our current studio equipment, now showing wear and tear, to modern standards.



Finally, I have to say that I am proud to be part of Radio Tyneside and the dedication from our volunteers that has made the station as successful as it is.



Dave Nicholson OBE
Chair, Radio Tyneside



Radio Tyneside Trustees' Annual Report and Accounts

Introduction

The Trustees of Radio Tyneside are pleased to present their Report and Accounts for the year 1st April 2022 to 31st March 2023.

The Trustees have considered their duties in accordance with the Charity Commission's regulations. The review of activities and achievements is presented below, and the Trustees believe that it gives a true record of the work the charity has done in fulfilling its charitable purposes for public benefit.

Organisation

Radio Tyneside is a Charitable Incorporated Organisation registered in England and Wales on 25th September 2017 and governed by a constitution last amended on 16th December 2020. The constitution is based on model wording agreed between the Hospital Broadcasting Association (HBA) and the Charity Commission.

Radio Tyneside merged with 'Radio Tyneside – The Tyneside Hospitals Broadcasting Service', registered number 500451, in March 2018, and took over the provision of the hospital radio service at the RVI and Freeman hospitals in Newcastle upon Tyne and the Queen Elizabeth hospital in Gateshead. In June 2018, the charity launched its new health and wellbeing community radio service, specifically for older people living in and around the Newcastle and Gateshead area, broadcasting on 93.6FM, and online via its website.

Radio Tyneside is managed by the charity trustees. In the period covered by this review, four of the charity trustees were elected by the membership in accordance with the rules and procedures set out in the published constitution. One of the trustees, Chris Eggett retired and was re-elected by the membership at the 2022 AGM.

One of the trustees, Yvonne Bell is an Appointed Trustee, appointed by the trustees on 12th July 2021. Yvonne was appointed and inducted in accordance with the rules and procedures set out in the published constitution.

Throughout the period under review, Radio Tyneside continued to operate with no paid staff, being run entirely by a membership of volunteers.

This Report and the attached Accounts have been produced in accordance with the guidance provided by the Charity Commission.

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Charitable Objects

Radio Tyneside has two charitable objects:

1. the relief of sickness, poor health and old age amongst people living in Newcastle and Gateshead by providing a local broadcasting service for hospitals, residential homes and similar institutions, and for patients receiving community care; and
2. the advancement of health and prevention or relief of sickness for the public benefit through the promotion of the benefits of living a healthy lifestyle, and the importance of maintaining good personal mental and physical health by (mainly, but not exclusively) the means of broadcasting health education messages to people living in Newcastle and Gateshead.

These charitable objects use the model wording agreed between the Hospital Broadcasting Association (HBA) and the Charity Commission.

In furtherance of the first object, Radio Tyneside provides a hospital radio service to patients at the Royal Victoria Infirmary, Freeman and Queen Elizabeth Hospitals via the bedside entertainment system, delivered by WiFi Spark (also known as Hospedia).

Radio Tyneside also streams its service online via the internet and downloadable iOS and Android Apps such as TuneIn Radio and RadioPlayer. This allows hospital patients and listeners in residential homes and similar institutions to listen to the service.

The second of these objects is a localised version of the second model object agreed between the HBA and the Charity Commission, and allows Radio Tyneside to target its services at the local population outside the hospital with the intent of helping and encouraging them to live a healthy and active life in the local community, and thus requiring to make less use of the health services.

To further this object, Radio Tyneside operates a community radio service, broadcasting on 93.6FM and DAB to listeners in Newcastle upon Tyne and Gateshead and also through online channels and Freeview Channel 227. In addition, Radio Tyneside uses its online and social media presence to disseminate information and messages in support of this object.

In managing the charity, the Trustees have, at all relevant times, had regard to the charity's charitable objects, and the Charity Commission's public benefit guidance.

Ofcom Key Commitments

The Trustees are responsible for ensuring that Key Commitments agreed with the telecommunications regulator, Ofcom, are met.



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Delivery against these Commitments is monitored by the Compliance Officer and an annual summary report is presented to the Trustees for review. This summary is attached as an annex to this report.

The Trustees consider that the Key Commitments have been met during the period under review.

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Related Organisations

Radio Tyneside is proud to be a member of a number of support organisations, and the Trustees wish to extend their thanks and appreciation to them for the information and advice they offer throughout the year.

Radio Tyneside is a member of the Hospital Broadcasting Association (HBA), the national charity that supports and promotes hospital broadcasting in the UK and the Community Media Association, being the UK representative body for the community broadcasting sector, committed to promoting access to the media for people and communities. Our members regularly attend national conferences and events organised by the both organisations.

Radio Tyneside is also a member of the Community Foundation, a philanthropic organisation that supports good causes and makes grants to hundreds of small charities across North East England and is a member of Connected Voice supporting voluntary and community action in the North East of England.

Radio Tyneside works closely with WiFi Spark, the company that owns and runs the bedside entertainment system through which its programmes are delivered to patients at the Freeman, RVI and Queen Elizabeth hospitals.

Review of Activities and Achievements

Following the challenges of the Covid pandemic, the Year 2022/23 was a year of consolidation and planning for the future. Whilst a number of volunteers have left us, we have been successful in attracting new members. Following recruitment and training of new volunteers, our programming has returned to normal and we continue to meet our regulatory and programming commitments.

We work closely with and showcase the great work of many local support organisations, including InformationNOW, the advice and information service provided by Newcastle City Council, the Newcastle Volunteer Centre, Our Gateshead, Age UK Gateshead, the Elders Council of Newcastle upon Tyne, the Newcastle Hospitals Charity and the Gateshead Hospitals Charity. We also maintain a good working relationship with both Newcastle and Northumbria Universities. Radio Tyneside has provided volunteer opportunities to a steady number of students from both universities over the years.

The Hospital Radio awards were held in August 2022 and Radio Tyneside was recognised in two categories achieving the bronze award for Best Speech Package for Yvonne Bell's interview about 'Coping with Loss' and the Silver award for 'Station of the Year'. The 2023 Awards were held in April during the annual HBA Conference in Bolton. On this occasion, Radio Tyneside was highly commended in the Speech Category.

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We were once again able to organise a number of social events, including a bowling and games evening which was well attended by our volunteers. Our thanks go to Tilly Sleator for making the arrangements for these events.



We attended a number of community events throughout the year. In Newcastle we supported the Learning Disability Awareness day in the RVI hospital, providing music and announcements. Similarly, we were present at two 'open days' at the Queen Elizabeth Hospital.

We were pleased to be able to return once again to the Ponteland Party in the Park where, in addition to meeting our listeners and raising much needed funds, we interviewed the Town Mayor (doing her stint in the Tea Tent for the WI, and the deputy Mayor (doing his stint for Rotary).

We were also delighted to become the first 'corporate' sponsor of the QE Charitable Funds and to sponsor their first Golf Day.

In July 2023, Dave Nicholson celebrated 50 years of service with Radio Tyneside. To recognise this outstanding achievement, in April some of our volunteers were invited to share afternoon tea with the Lord Mayor of Newcastle upon Tyne in the Silver Room at the Civic Centre.

A further celebration in Dave's honour was held in June at Newcastle Cricket Club attended by friends and supporters old and new. During the evening, Dave recounted his time with Radio Tyneside in conversation with our president Ian White. At the conclusion of Ian and Dave's discussion we were delighted to learn that the Newcastle Hospitals Charity had agreed to provide a grant of £50,000 to deliver our digital replacement programme.



Jon Goodwin, Head of Grant Programmes at the Newcastle Hospitals Charity presents Dave with a cheque.

During the last 12 months our online audience has remained robust and our hospital listenership figures continue to be amongst the best in the UK. Whilst we are unable to measure the audience on 93.6FM or DAB, we receive excellent listener feedback which would appear to confirm that our service is popular and valued. Our success and achievements of the last 12 months have given us real confidence as we look forward to successful digital future.

Acknowledgements



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All of Radio Tyneside's activities to help patients, and in providing a community radio service, have only been made possible through the contribution of the time and energy of the charity's team of volunteers. Volunteers provide their time in a range of roles to help Radio Tyneside deliver its service to patients and the public, including presenting radio shows, providing technical and engineering support and in fundraising.

The Trustees wish to record their thanks to all those volunteering at the charity for their ongoing support and commitment. We estimate that the volunteer team has given over 10,000 hours of their time to the charity during the year.

The Gordon Brown Memorial Award is presented each year to a volunteer who has made an exceptional individual contribution to Radio Tyneside during the prior 12 months. This year's recipient was Brian Lee. President Ian White presented Brian with the Award at the 2022 AGM in recognition of his tremendous work in developing and maintaining the Radio Tyneside website.

The Trustees also extend their gratitude to Newcastle Upon Tyne Hospitals NHS Foundation Trust for continuing to provide us with accommodation and support.

The Trustees would also like to thank the many businesses and organisations that continue to support us:

To the Newcastle Hospitals Charity and to the Gateshead Hospitals Charity (QE Charitable Funds) for continued encouragement and financial support.

To Dukes Moor Garage for promoting Radio Tyneside on their vehicles and website.

To local businesses: Robinson's Florists, Bliss in the Sticks and Neutronics for their continuing on-air sponsorship.

And finally, thanks are due to the many listeners and supporters that made individual donations throughout the year. Special mention is given to Brian Burnie for making a personal donation that allowed us to extend our service to the Freeview UK Radio Portal Channel.



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Going Forward

Following the challenges of the Covid pandemic, the Trustees look forward to the future with renewed confidence. Radio Tyneside will reach our 75th anniversary in 2026 and to celebrate and acknowledge this significant milestone, a programme of renewal has been initiated to upgrade our studio and transmission equipment to a digital platform. To support this initiative, the Newcastle Hospitals Charity has offered grant funding of £50,000. The project is currently being planned and scoped; a project team will shortly be formed and it is expected that this work will be completed by early 2024.

In parallel with this project, the Trustees continue to review the arrangements with our landlords, the Newcastle Upon Tyne Hospitals NHS Foundation Trust and to ensure that our management structures and governance arrangements are appropriate for the challenges and opportunities that lie ahead and a number of reviews are due to be initiated.

The launch of our service on Small Scale DAB and on the Freeview portal across Tyneside and the wider area has increased our potential reach and we also recognise the need to address the benefits that this will bring, in particular by allowing Radio Tyneside to increase the delivery of our social gain and charitable objects.

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Financial Management

Radio Tyneside manages its finances to ensure compliance with the requirements of the Charities Act 2011 and the Charity Commission guidelines "Internal Financial Controls for Charities (CC8)".

Accounts for the year ended 31st March 2023 have been prepared on a Receipts and Payments basis.

Radio Tyneside aims to maintain a credit balance of unrestricted funds at all times that equates to at least one year's forecasted revenue expenditure, currently set at £12k.

At the end of the year under review, Radio Tyneside is financially stable and has adequate cash reserves. Radio Tyneside managed funds totalling £20,693 (including restricted funds of £2,400), having raised £11,056 and spent £11,664 during the year.

Income

The Trustees consider that a diverse and broad selection of income streams is important to avoid over-reliance on any one source.

In the year under review a good spread was maintained and income totalled £11,056.

Corporate and individual donations were lower than in 2021/22, however the previous year included a significant one-off donation.

Our ongoing good relationship with the Newcastle Hospitals Charity helped us to secure two restricted funding grants totalling over £4,000. Our ability to promote the Charity's work through Public Service Announcements, interviews and regular engagement helped to maintain the connection.

On-air sponsorship continued with local businesses Robinson's Florists, Neutronics and Bliss in the Sticks. This was enhanced through one off campaigns including sponsorship of Northsport by Soccer Express when Newcastle United featured in the Carabao Cup final at Wembley. We hope to extend our sponsorship income during the next financial year.

Fundraising efforts returned mixed results, bringing in a total of £2,300. The largest slice of this revenue, at £1,400, was due to commission from advertising earned through the Radio Tyneside magazine. Online fundraising such as through EasyFundraising and Amazon Smile brought in around £700. Further emphasis on these channels is planned for next year as they are fairly straightforward methods for people to make individual contributions. Social Media campaigns and promotion of the 'Donate' website feature will be key to this going forward.

Expenditure

The Trustees maintained tight control on expenditure during 2022/23.

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Expenditure, at £11,664 was marginally higher than the previous year (£11,209), mainly reflecting price increases due to inflation and some one-off marketing expenses relating to promotional material purchased to support rebranding.

Recurring expenditure items included music royalties, at £2,810. The increase from the previous year (£2,473) was due to inflation and the additional cost associated with the DAB broadcasts. Other licence, subscription and membership costs were £3,655. This figure includes the cost of Ofcom broadcasting licences for our FM and DAB channels and for news bulletins, television licences and memberships of the HBA and CMA.

Following a review, we changed our insurance provider, resulting in a cost reduction to £1,200, covered by a restricted grant from the Newcastle Hospitals Charity. The cost of telecommunications, including landline telephone and broadband increased to £964.

Management of Major Risks

Ensuring that we generate income to cover the running costs of providing a community and hospital radio service is considered a key risk to Radio Tyneside. Historically, our main income streams have been grant funding, personal donations and fundraising, however, the current environment in these areas is challenging and we supplement these sources with some programme sponsorship. All funding streams have associated risks, but with the financial buffer afforded by the current reserves, the Trustees are confident that the charity has a long-term future.

As a community radio broadcaster, Radio Tyneside must meet the agreed Key Commitments and must comply with the requirements of the Broadcasting Act and the Ofcom Broadcasting Code.

<http://static.ofcom.org.uk/static/radiolicensing/html/radio-stations/community/cr102238ba1radiotyneside.htm>

Failure to meet these commitments or other breaches of the Ofcom code could result in fines or other sanctions against the charity.

Operating as a community radio station, with programming being available to listeners across Tyneside, rather than just in the hospitals, brings additional risks in the potential for complaints or the causing of offence.

The Trustees consider that satisfactory arrangements are in place to minimise these risks, through a careful recruitment policy, presenter training and the monitoring of station output against the key commitments and rules.

A major risk associated with the community radio service is technical equipment failure, taking the station off-air for a significant period of time, and in breach of its obligations under the Ofcom Broadcasting Act licence. This is compounded by the charity having a small technical team of

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volunteers, all of whom have full time work commitments. This risk has been mitigated by installing 'standby' equipment, including spares so that, as far as possible, we are able to automatically switch over in case of failure, and by the provision of remote access to the computer systems. The transmitter and antenna were installed professionally, ensuring that the transmissions are technically compliant with the engineering codes. Going forward, we have initiated a project to replace our studio and transmission facilities with a digital platform. Amongst other things, this is expected to reduce the risk of equipment failure and reduce the overhead and costs associated with ongoing maintenance and repair.

A further risk facing the charity is its accommodation. Our premises are currently provided free of charge by the Newcastle Upon Tyne Hospitals NHS Foundation Trust. Whilst the Trust has previously indicated its intention to continue with this arrangement, any future change to this commitment could cause the charity to incur significant additional cost that may be difficult to secure. To address this risk, we are currently engaging with Trust management to secure the long-term arrangements required to support our ambitions.

Our response to the COVID-19 pandemic and aftermath demonstrated that the charity is very well-prepared for a major disruption. This recent experience has provided the trustees with great comfort in the knowledge that we can adapt quickly to challenging events and stressful circumstances.

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Charity Details

Radio Tyneside

A Charitable Incorporated Organisation, Reg Number 1174808

Trustees

Dave Nicholson OBE (Chairman)

Richard Finch (Treasurer)

Professor Chris Eggett (Secretary)

Yvonne Bell

Geoff Lisle

Principal Address

3 North Terrace

Newcastle Upon Tyne

NE2 4AD

Bankers

The Co-operative Bank

P O Box 101

1 Balloon Street

Manchester

M60 4EP

Signed on behalf of the Trustees:



Dave Nicholson
Chairman



Richard Finch
Treasurer

Approved by membership at AGM held on 8th September 2023 at Newcastle Cricket Club

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Receipts and Payments Account For the year ended 31st March 2023

				2022/23	2021/22
	Note	Unrestricted	Restricted	Total	
		£	£	£	
<u>INCOME</u>					
Corporate Donations		1,400	-	1,400	1,350
Personal Donations		1,067	-	1,067	10,504
Grants	Note 1	-	4,260	4,260	800
On-air Sponsorship		1,975	-	1,975	1,925
Fundraising Activities	Note 2	2,330	-	2,330	1,365
Interest		24	-	24	12
		6,796	4,260	11,056	15,956
<u>EXPENDITURE</u>					
Telecommunications	Note 1	304	660	964	858
Postage		-	-	-	69
Equipment/maintenance		2,220	-	2,220	1,646
Insurance	Note 1	-	1,200	1,200	1,376
Stationery and Consumables		226	-	226	159
Music purchases		40	-	40	138
Music royalties		2,810	-	2,810	2,473
Licences and memberships		3,655	-	3,655	3,430
Internet		42	-	42	-
Marketing		320	-	320	-
Fundraising expenses		-	-	-	680
Miscellaneous		187	-	187	380
		9,804	1,860	11,664	11,209
Surplus of Income over expenditure		-	3,008	2,400	-
		3,008	2,400	608	4,747
Funds brought forward		21,301	-	21,301	16,554
Funds carried forward	Note 2	18,293	2,400	20,693	21,301

Notes:

Note 1 - Movement in Restricted Funds

	Bal B/ Fwd	Receipts	Payments	Bal C/ Fwd
Telecommunications	-	660	660	-
Insurance	-	3,600	1,200	2,400
	-	4,260	1,860	2,400

Note 2 - Summary of Bank Accounts

	Funds C/Fwd	Funds B/Fwd
Deposit Account	9,215	9,191
Current Account	11,478	12,110
	20,693	21,301

Assets Retained for the Charity's Own Use

IT Equipment	10 personal computers, laptops, accessories and required software
Studio Equipment	2 studio mixing desks, microphones, cables, tv sets, amplifiers, and various equipment required to process and distribute audio
Outside Broadcast Equipment	Comrex OB unit, mixing desk, microphones and amplifier

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Radio Tyneside – Review of Key Commitments for the period 2022-23

Description of character of service

Radio Tyneside offers a service primarily for listeners aged over 50 in the Newcastle and Gateshead area and aims to improve their health and wellbeing. The station encourages lifestyle improvements amongst listeners and supports the people and organisations that provide relevant services.

The service broadcasts:

- Music. The main type of music broadcast over the course of each week is: easy listening from the 1950s to the present day. Specialist music also features.
- Speech. The main types of speech output broadcast over the course of each week are: news, information, features and advice, including content designed to encourage and promote good health and wellbeing.
- The service provides original output¹ for a minimum of 84 hours per week.
- The service provides locally-produced output for a minimum of 133 per week.

Our current programme schedule allows us to engage with our community across the day. Music policy ensures an 'easy listening' mix of music to attract an audience of mainly over 50s.

Our advice on health, wellbeing and lifestyle issues continues to be produced and presented in an accessible and engaging way and in a subtle manner, encouraging listeners into living a healthier and fulfilling life. We signpost recreational activities and events in the area which encourage people to attend and participate. Relevant features were included in daily programmes and presenters have included lifestyle and wellbeing items in their shows, including the Event Guide. We broadcast hourly pre-recorded 'Public Service Information' promotions which highlight important services available to our listeners as well as items provided by Radio Fillers and Public Health England.

An hourly news bulletin is broadcast from Sky/IRN. Local news features included within general programming between 6am and 6pm weekdays and at weekends.

We also maintain our social media as important channels for us to promote our service and to signpost the work of the organisations and people that we are promoting.

Average number of Original Hours programming per week in 2022 was 108

Average number of Locally-Produced Output in 2022 was 140

The studio is located within the licensed coverage area.

This is confirmed.

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The service provides a range of community benefits (social gain objectives mandated by statute) for the target community, both on-air and off-air, and in doing so, achieves the following objectives:

- the facilitation of discussion and the expression of opinion,
- the provision (whether by means of programmes included in the service or otherwise) of education or training to individuals not employed by the person providing the service, and
- the better understanding of the particular community and the strengthening of links within it.

Regular contributions from members of the community made via on-air interviews and contributions plus acting on feedback received.

We have engaged with a wide range of local organisations and agencies, to support our programming – including InformationNOW, Age UK, Newcastle Volunteer Centre, Our Gateshead.

Local organisations have written and presented their own short messages for inclusion in our programmes, with our guidance and assistance (PSAs) – examples include: InformationNOW, Healthwatch Newcastle and Gateshead and the Newcastle Hospitals Charity.

Members of the target community contribute to the operation and management of the service.

Radio Tyneside continues to be 100% volunteer-operated. As such, there is a large variety of roles open to members of the target community (and others), including on-air presentation, production, programme scheduling, journalism, fundraising, engineering and technical, membership management, administration, finance, and promotion. Volunteering is open to all individuals aged 18 or over, subject to satisfactory completion of standard volunteer recruitment checks, induction processes and appropriate training.

Volunteer roles provide opportunities for members to develop technical skills and experience, build confidence and improve interpersonal skills, enhance skills in management, customer services and communication.

Average number of Volunteer hours per week in 2022 was 135

Total number of volunteers involved, for the year 2022 was 52

Total number of people trained during the year 2022 was 13

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The service has mechanisms in place to ensure it is accountable to its target community.
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<i>Regular feedback has been received by telephone, SMS, email and social media. Most has been positive, however, a small number of negative feedback messages were investigated and actioned by the Programme Director.</i>
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Geoff Lisle
Compliance Officer – Radio Tyneside
June 2023