# Hospital Radio Bedside

Charity No 1190210

Broadcasting as

dorset coast radio
the south's best music

dab+

## Annual Report

October 2024 through to December 2025

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# Chairman's Introduction

It is my privilege to present this year's Annual Report—the second edition of our AGM report as we promised—at a pivotal moment for our charity. Over the past year, we have focused on delivering the strategy our members agreed in 2023 and making tangible progress toward our 2030 targets. This has been a year of purposeful change: modernising how we govern and operate, strengthening our broadcasting capability, improving the listener experience, and broadening our role in the community. Throughout, we have remained true to our charitable objectives, putting the listener at the centre of everything we do.

**Delivering the 2023–2030 strategy: where we stand** - When we set our direction in 2023, we identified several foundations essential to our 2030 ambitions. We are pleased to report that many of these are now in place:

- Governance: Trustees operating strategically, not operationally.
- Platform reach: Broadcasting on DAB and online, fully achieved.
- Digital experience: A more user-friendly and engaging website.
- Operational efficiency: Moving away from physical media and adopting the playout logger.
- Collaboration with local radio stations: Active partnership in the Bournemouth and Boscombe SSDAB Multiplex.
- Transparency and accountability: This report marks our second AGM report as committed.

We are equally clear about areas still in progress. Social media has been started and is advancing, but we aspire to do more to build awareness, participation, and two-way engagement. Fundraising is an urgent priority as we consolidate our progress and invest for the future.

**Strengthening governance and leadership** A central commitment was to make the trustee team more strategic and less focused on day-to-day operations. The development and empowerment of our management team have enabled precisely this shift. Trustees now concentrate on long-term direction, risk, stewardship of resources, and organisational health, while the management team leads delivery, execution, and continuous improvement. This clarity of roles has accelerated decision-making, improved accountability, and created a stronger framework for monitoring progress toward our 2030 goals. It also ensures that our charitable purpose and values guide every decision, from programming to partnerships.

**Broadcasting: DAB and online, fully achieved** We said we would be broadcasting on DAB and online. That is now fully achieved. This milestone matters because it brings reliability, consistency, and scale to our service. It improves access for listeners—patients, families, and the wider community—and creates a robust foundation for future content innovation. Our move to new facilities in the centre of Bournemouth has been a step-change for the station: modern, accessible studios; improved technical resilience; and proximity to partners and audiences. These facilities have positioned us to produce higher-quality content and to collaborate more readily with peers and community groups.

**Collaboration and local impact** Our collaboration with other local radio stations in the set-up and running of the Bournemouth and Boscombe SSDAB Multiplex reflects our belief that we achieve more together. This partnership strengthens the local audio ecosystem, shares expertise and infrastructure, and ensures that community broadcasting remains resilient and relevant.

Since moving to DAB, we have also worked directly with over 100 local charities and organisations, targeting our CIO objectives. These collaborations have expanded our community footprint, diversified voices on air, and supported joint initiatives that bring practical value and companionship to listeners. By aligning our programming, campaigns, and outreach with partner organisations, we are building a network of support across Bournemouth and beyond, with the listener's needs at the heart of every effort.

**Digital transformation: website, social media, and operations** We have moved to a new website that is more user-friendly and engaging for listeners. The site offers clearer navigation, up-to-date information about schedules and presenters, and a more welcoming entry point for new audiences. We are committed to continuing improvements around accessibility and usability so that everyone can find and enjoy our content with ease.

We also began the work of developing our social media presence. Early progress has helped us extend our reach beyond the hospital community and start conversations with listeners and supporters. We recognise there is more to do. In the coming year, we will focus on a more consistent content cadence, volunteer training for digital storytelling, community partnerships to amplify our messages, and clearer calls to action linked to fundraising and volunteering.

Operationally, we have moved away from physical media and embraced technology using the playout logger. This modernisation streamlines how we plan, schedule, and track output, improving quality, compliance, and efficiency. It reduces risk related to physical storage and helps us understand what we broadcast and when—insights that inform better programming decisions and a superior listener experience.

**Managing change with care** We also wish to acknowledge that the pace and scope of change have been challenging for some former friends and volunteers. We are grateful for the decades of service that built our extraordinary legacy of over 50 years of broadcasting. Our intention, always, has been to remain faithful to our charitable objectives and to organise ourselves in a way that best serves listeners today and tomorrow. We continue to value open dialogue, to learn from feedback, and to create inclusive pathways for volunteers—both long-standing and new—to contribute skills and passion to the charity.

**A station for the whole community** Our heritage is rooted in the hospital community, and that foundation remains a source of pride. At the same time, we are embracing a broader role as a radio station at the centre of the whole community. By widening our reach and relevance, we can better support patients, families, healthcare staff, and neighbours across Bournemouth and beyond—bringing companionship, information, and local connection to more people, in more places, at more times of need.

**The road ahead to 2030: priorities** Looking forward, our priorities are clear:

- Fundraising and sustainability: We will strengthen and diversify income—pursuing grants, forging local partnerships, engaging corporate supporters, and inviting listener donations—so we can sustain and grow our service.

- Audience and impact: We will deepen our understanding of who we reach and how we help, using data and feedback to improve programming and demonstrate impact.
- Content and talent: We will invest in training and development for volunteers and contributors, ensuring our output reflects the voices and interests of the communities we serve.
- Digital engagement: We will build on the early momentum in social media, strengthen our website further, and continue to refine our digital operations around the playout logger and related workflows.
- Partnership: We will continue to collaborate across the local radio community and with health, education, and civic partners to extend our public value.

We are proud of how far we have come in a short time. The foundations are strong, and our direction is clear. With your continued support—members, volunteers, donors, partners, and listeners—we will keep moving purposefully toward our 2030 targets, honouring our heritage while embracing the future.

*Remember our charitable objectives…*

*THE OBJECTS OF THE CIO ARE: (1) THE RELIEF OF SICKNESS, POOR HEALTH AND OLD AGE AMONGST PEOPLE LIVING IN BOURNEMOUTH, POOLE AND EAST DORSET 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 BOURNEMOUTH, POOLE AND EAST DORSET .*

# Station Management

## Summary

This report covers station management team activity, performance and development across the period **Oct 2024 to Dec 2025**. Over these 15 months, the teams focus has been on delivering the shift from being a purely hospital geared broadcaster to a consistent local broadcaster focused on DAB and wider online listening. The period also covers the period of leaving the RBH base and relocating to our new base in the centre of Bournemouth and the challenges that presented.

**Headline achievements**

- **Broadcast & programming:** We've developed a strong & consistent on-air sound provided by a confident line up of presenters. We have developed a very clear and familiar schedule; we deliver music 100% aimed at your demographic and we signpost listeners to our Community Connect show and the organisations that take part in it.
- **Our Sound:** Since April 2025 there will not have been a time when a listener could have turned on for a 2nd time and not loved once again what they heard. A major factor in this is the science behind the log clocks, the music in them, what we play and when we play it. The credit for this lies at the feet of Mike Brown, who continues to bring years of professional experience and knowledge to Dorset Coast Radio often scheduling into the late hours… I know as my watch is pinging all the time ☺. Seriously though, thank you Mike.
- **Community impact:** The stations impact on the community has grown far beyond what could ever have been achieved as a purely hospital geared broadcaster. The engagement team have delivered amazing results in getting a regular stream of guests for 'Community Connect' and the team of presenters that deliver this show have performed exceptionally.
- **Presenter development:** Three new presenters joined our on-air team over this period and added real value to our schedule. The delivery of presenter meetings over the period helped focus minds on the changes needed and have resulted in a strong team. Whilst our number of available presenters has decreased since Oct 2024 (18) to Dec 2025 (10) we have actually strengthened our on-air team and now deliver more hours of quality radio than we previously did.
- **Audience growth:** Over the period our audience has naturally grown as we are on DAB and have a stronger online presence. Our live listener numbers have increased, measuring like for like, by 210%. The addition of Community Connect Podcast service in April 2025 has also added more listeners.
- **Technical milestones:** Getting the stations technical systems ready for DAB and undertaking, in effect, 2 studio moves with no loss of service for our listeners. The introduction of an automated Podcast & Catch-up service. The team also managed the specification and installation of the new studio walls and associated services.

**Key challenges**

- A reduced volunteer base from Oct 24 onwards possibly impacted some deliverables due to lack of people availability.
- Only having 1 studio area reduced the ability to accelerate training.
- Changes within the Management team and at Trustee level has eaten into the time this team has to deliver with.
- Delay to the SS-DAB impacted our ability to be as local as we would have wished.

**Priorities for next period**

- Grow our presenter led and live programming
- Provide faster and more direct feedback and training for the on-air teams
- Agree the next stage for studio building

## Broadcasting, programming and output

**Schedule delivery and content**

Between Oct 24 and Apr 25, we delivered a change to programming, and how our presenters delivered it, that provided a consistent core schedule, that would be familiar to listeners. Our emphasis has been on building the worth of Community Connect as a daily programme, signposting the content it creates within all our other shows. On top of that we have focused on trying to sound local and relevant to listeners, becoming their 'go to' local radio station of choice. Rob Marsden has carried the heavy load for keeping slots filled and hours covered, so thanks to him. Without his 'will do' attitude I don't know where I'd be.

- **Total presenter led hours:**
    - Avg Q4 2024 with 18 presenters: 69 hrs pw week focused on evenings and weekends
    - Avg Q4 2025 with 10 presenters: 53 hrs pw focused on daytimes and weekends

Already for 2026 this is being progressed with an average of 71 hrs pw of presenter led output - all focused on daytimes, Community Connect and weekends - we now have people on-air when our stats show people are listening.

- **New or refreshed programmes introduced:**
    - Community Connect – Monday to Friday
      Our flagship community show. We open the doors to local groups and give them access to our airwaves to champion the great work they do across our area. Delivering social gain, advance notice of fundraisers, promoting their services or growing their own volunteer base… all are welcome.

- Stripped Daily Shows
  From breakfast to the evening we've developed regular time slots with regular presenters so that listeners we feel familiar when they turn on. This started in the lead up to us going live on DAB in April 2025 and has continued at pace since. The presenting team that delivers this, work hard to maintain the commitment and that is really valued.
- Themed Evening Shows
  Continuing the stripping of the schedule we've developed 'themes' for some evenings and late night. Legends for Sunday evening to round out a week, Floor Fillers for the weekend and the Wind Down Zone past 10pm each evening.

- **Key recurring features:** Every presenter led show has a local weather update, signposting to a podcast to catchup on and a selection of local events in a 'What's On Guide'
- **Outside broadcasts / live event coverage:** Sadly, during this period we didn't undertake any 'true' outside broadcasts. We did however attend a couple of events and brought back content to use on air or have a team presence to promote the station.
  - Margaret Green Animal Rescue Dog Show - Aug 2025
  - Swanage Folk Festival - Sep 2025
  - Swanage Railway Steam-Punk Festival – Sep 2025
  - Community Action Network Volunteer Fair – Sep 2025

**Audience Measurement**

Live Listening Comparison Q4 2024 to Q4 2025 (like for like but not inc. Hospedia)

- Listeners: Growth of 210%
- Listening Hours: Growth of 710%
- Avg. Time Spent Listening: Growth of 135%

Podcast & Catch-up Listening (Apr 25 to Dec 25)

- Total Downloads: 5,996
- Podcasts available to download: 140
- Most Popular Podcast: 298 downloads
  "Bob Perry is back for an important anniversary, with his haematology consultant Dr Helen McCarthy"

**Editorial direction and local relevance**

We started this period aiming to deliver our C-DSP commitment for Bournemouth, Boscombe and Christchurch. However April 2025 saw the DSP for Poole, Purbeck and Wimborne go on-air first. We took the decision to ensure that we delivered our C-DSP commitment to our DAB DSP

audience, necessitating a shift in on-air focus for events that applied to that patch. Editorial focus up until December 2025 was on primarily representing the locality and communities within that area. We delivered this by:

- Promoting local events and information, as appropriate for our format, for the Poole, Purbeck & Wimborne area
- Promotion of community groups that had a base in that area, or whose services covered that area during Community Connect and as sign-posted links in other shows
- Opportunities for under-represented voices and first-time contributors to get on air during Community Connect

**Quality and audience feedback**

- **Listener feedback highlights:**
    - We haven't had a lot of direct listener feedback other than occasional emails and messages to the studio. Social media reactions to what we do on air have all been positive, which is a good result.
    - Where we are face to face with our demographic audience, when they are guests in the studio, we often get an honest and overwhelming reaction to how good we sound.
- **Content improvements made:** From Oct 2025 onwards we have worked hard to deliver incremental improvements on air to deliver the associations vision. One thing that has massively improved since April 2025 is the lack of silence alerts we now have during live programming. This is only due to the focus of the job in hand by our presenters.

  A lot of work to assist and improve our output goes on behind the scenes, so often not obvious to all, and includes:
    - Show prep delivered with almost daily changes for presenters to use.
    - Clipping of the Community Connect shows for presenters to use.
    - Refreshed station imaging throughout the year, started with a whole new jingle package delivered ahead of our Apr 2025 DAB launch. This continues with the addition of the What's On Guide bed etc
    - Events Guide on the website kept current for presenters, and our listeners
    - Every song used on air has been reloaded from an original source for quality

## Technical operations and resilience

**Studio and transmission/streaming**

- **Studio reliability:** Considering the changes we have undertaken to get DAB ready and then moves we've made; the equipment has performed very well. I was delighted when Malcom Hall came back to help with our engineering. His skill has played a very large part in keeping us on air and sorting issues when we aren't.

- **Transmission/stream uptime:** 99.91% DAB & Streaming within this period.
- **Notable incidents/outages:**
    - RBH April 2025
      We suffered a large network outage in the immediate weeks prior to us going on DAB. The microwave link with Juice Broadband suffered an intermittent fault. At the same time, and masking the fault with the link, our aged Router suffered a DoS attack rendering it useless. Whilst this was annoying and frustrating in equal measure it did create purpose to develop redundancy within our internet connection. We now have a new main router and a new backup router. We have a new fibre connection as our main network and a 5G data connection as a backup when our main connection is ever down.

**Improvements completed**

- New main station audio processor for DAB
- New Logging Server to Ofcom standards
- New streaming provider and an Alexa skill
- New encoders for DAB stream, we moved away from a 'free' service as the support was lacking. We now have a support package around our streaming provider.
- New microphone processers and new studio microphones
- New telephone system and phones – we now operate wholly on VOIP and have 10 lines in and out of the building if needed at reduced cost to our previous 2. Also, new studio telephone interfaces.
- New transmission chain (the Tardis) enabling us to go from 3 racks of equipment to 1. This has also reduced our energy footprint massively.
- New satellite dish for IRN – no 'rain-out' in bad weather
- All studio PCs now running Windows 11
- Upgrade to our Comrex OB kit
- Myriad digital studio transfers. Taking control and handing back is now all done on screen.
- Completion of soundproofing for new studios and changes to lighting.

**Risks and mitigations**

- Key risks: Ageing studio desks and a lot of legacy equipment. We benefit from a lot of our equipment being of a professional grade - meaning they are currently serviceable by the original manufacturer. An example of the risk of this is our Comrex OB kit which was repaired/upgraded by the manufacturer in 2025. However, it is 18 years old and that was its last ever upgrade/repair due to parts not being manufactured any longer. When it next breaks it will be terminal. This situation will start to affect other equipment over time.

- Mitigations: Our large amount of legacy equipment and now unused studio desks is allowing us to 'Frankenstein' our current setup. We believe we have enough to save us from major expenditure on new studio equipment for at least 5 years.

## Digital presence

**Website and streaming**

- **Website:** We transferred to a new website provider just prior to this period. We now have a website we can actually make changes to when we want and that looks like we are a radio station. Thanks again to Mike Brown who, on top of his other role, keep it updated with local events.
- **Listen live reliability:** 99.9% uptime. When we are off-air on stream only a backup plays from the website server
- **On-demand content:** We started with Community Connect as a Podcast/Catchup and have now added Floor Fillers and the Mystery Year. We'll look to develop this further in 2026.

## Compliance, governance and safeguarding

**Regulatory and policy compliance**

We maintained compliance with our licence requirements and internal policies, including:

- Show logging / records: We are Ofcom compliant in logging and we have 2 independently located redundancy backups, one cloud based.
- On-air standards: The team carry out regular programme monitoring and act on areas of improvement. There have been no reportable incidents in this period
- Every presenter (in fact every volunteer) undergoes our Compliance Training as part of their onboarding. I'd like to thank Barry Howard for keeping us compliant in this respect.

## Priorities for Jan–Dec 2026

Our priorities for the next year:

1. **Programming & audience** – To further develop our presenter led shows and increase both locality and stationality. We want to increase our coverage of local news and sport including AFC Bournemouth.
2. **Presenter pipeline** – Our aim is to speed up the process from 'interest to on-air' by improving our facilities and increasing our training throughout in a structured way. Our presenter meetings, we hope, will become a place for sharing best practice.
3. **Technical roadmap & resilience** – Next on the list is getting Studio 1 built and then we can turn studio 2 into our Community Connect studio. This will not only facilitate a better show for those guests, but allow live music and podcasting

4. **Community presence** – To develop a skill set in our team that can undertake broadcasting outside of the studio building to support our awareness.

5. **Succession Planning**
   As well as growing the team more broadly in 2026, it is important the station is in a position of strength should key people decide to move on at a management level. This year will hopefully see us attract and develop even more engaged, enthusiastic and dependable people that will support our growth, secure our future and make all our positions easier.

**Thanks**

The Station Management team do not work in isolation, and all this could not be done by one person, and it hasn't been. I consider myself and the association very lucky to have Rob Marsden, Mike Brown, Malcolm Hall, Andy Read and now Paul McComish - sharing the load as part of the wider team & keeping us on air and sounding good.

We also only work thanks to the support of everyone in the organisation, other managers, the wider trustee board and each volunteer that actively contributes. Thank you to you all, it is appreciated.

# Engagement

## Engagement report

Since our last report we have spent time strengthening our community connection and amplifying local voices. With the launch of Dorset Coast Radio in April 2025, our engagement work has focused on supporting grassroots groups, widening participation, and making our platform a genuine asset for the voluntary sector. Since October 2024 we have built strong relationships with our local community and have provided access to

***Community & voluntary sector support***

- Our Community Connect show has helped over 140 small charities share their stories and reach new audiences.
- The show is live each weeknight and is repeated the following day. Each show is presented as a podcast on our website, providing a listen again opportunity.
- The show is promoted on our social media channels and on air. Presenters share clips from the show to raise awareness of the guests an we have provided over 800 promotional features.
- We have also supported local and national awareness days and weeks and specifically relevant for the charity, Volunteers Week and Trustee Week

***Championing local events***

- We offer free access to our online What's On guide to help organisations promote their festivals, fundraisers, wellbeing activities, and neighbourhood initiatives.
- We include a number of events on our shows and are included in air feature links.
- We've attended four community events, providing MC services and interviewing participants for our Community Connect show. This includes the Swanage Folk Festival, Communication Action Network Volunteer Fair, Margaret Green County Dog Show and the Swanage Steam Punk Festival.

***Building stronger networks***

- We are members of, and have built strong links with, BCP Community Action Network and Volunteer Centre Dorset. They help to promote the station, and in particular our Community Connect show, and introduce us to local groups on a regular basis.
- We have built a strong partnership with Love it Local to help promote their events and their magazine, and in return we receive free coverage in their magazine and have supported their Evening with Toyah event.
- We have benefited from the Dorset Chamber of Commerce free Sustain programme, designed to support third sector organisations with experts delivering a series of practical online workshops and tools.
- We have focused on Facebook over the past year, with Instagram being a secondary channel. We have 550 people following us on Facebook and 78 on Instagram. We tag all

guests when we promote Community Connect on Facebook to encourage more sharing and liking of posts. We have run four competitions through Facebook encouraging people to follow us and to like and share our posts.

- We have had 300,000 views of our 300 Facebook posts, with 6,600 interactions and 406 people have clicked on links on our site. We have also started to develop our profile on LinkedIn to help raise our profile with business professionals.

## Delivering social gain

At Dorset Coast Radio, our work extends beyond simply broadcasting. Guided by Ofcom's framework for community radio, we measure our success not only in listener numbers but in the tangible social gain we create across our community. Since our last annual report, our work has delivered meaningful impact in five key areas:

***Access and participation***

We have provided access for voices that might otherwise go unheard. Local charities, grassroots groups, and individuals from diverse backgrounds have found a platform to share their stories, campaigns, and initiatives. More than 140 community organisations have been involved in our Community Connect show, strengthening local representation and ensuring our programming reflects Dorset's population.

***Skills and confidence***

Through hands-on training and support, our presenter volunteers have further developed broadcasting and communication skills. We welcomed two new presenters to the station and all presenters have increased confidence and technical skills, learning new approaches and best practice all the time. Our trustees have benefited from increased awareness of and training in good governance, providing effective oversight of the charity, and a clearer understanding of the role.

***Inclusion and wellbeing***

We know that listening to the radio helps to reduce the feelings of isolation. We have built our capacity to provide presented shows to help build a connection with our listeners so they can hear a friendly voice and get involved in our live shows. Health and wellbeing are at the heart of our station, and we provide content and stories that help to support wellbeing. Our *What's On* guide connects people to local activities and opportunities to meet other people, and our *Community Connect* show shines a light on local organisations and the support available. We broadcast free public service adverts to help promote health and wellbeing to share important messages aiming to help reduce barriers to information and encourage more connection.

***Community cohesion and identity***

Our focus on local stories and culture strengthens Dorset's sense of place. We connect our listeners with local services and local groups to build our local identity. We have collaborated with community groups offering opportunities for increased awareness to support increased opportunities for connection with promotion through our own social media and inclusion in Dorset Volunteer Centre and BCP Community Action Network newsletters.

***Empowerment and sustainability***

We have supported a number of fundraising initiatives for our community partners,  offered cost-effective advertising packages for small organisations, and positioned ourselves as a credible media partner in funding bids.

## Looking ahead

Our commitment to social gain is embedded in everything we do. As we grow, we will be able to better measure our impact not only in hours broadcast but in lives touched, skills nurtured, and communities strengthened. Dorset Coast Radio remains dedicated to being a facilitator of connection, empowerment, and inclusion - ensuring that local voices are heard and are strengthened through our station.

## Funding and income generation

With an increased reach, Dorset Coast Radio has an ambition to raise funds through advertising and sponsorship.

We launched our comprehensive media pack in July 2025 which is available on our website. We have seen an increased interest in advertising on air and have run adverts for Good Oaks Home Care, Bournemouth University, Minimal Risk Fire Safety, Sandbanks Ferry and Love It Local.

We have also applied for four grants from charitable bodies since October 2024 and will continue to seek financial support for our costs.

We will continue to promote the radio station as a cost-effective platform for local organisations to share their messages and raise their profile.

# Volunteer Services

## Introduction

Over the past year, Dorset Coast Radio has continued to thrive as a truly local, community-led station, made possible by the dedication and commitment of our volunteers. As a small charity, volunteers are at the heart of everything we do — from on-air presenting and production, to behind-the-scenes support that keeps the station running day to day.

Our volunteers give their time, skills, and enthusiasm generously, helping Dorset Coast Radio provide a local voice, promote community connection, and support local events, organisations, and causes. Their flexibility and willingness to step in where needed has been especially valuable in a year where resources remain limited.

This report reflects the vital role our volunteers play and highlights the impact they continue to have on the success and sustainability of Dorset Coast Radio.

## Our Volunteers

Number of active volunteers: 20 + Malcolm Hall in an appointed role as Engineering, these are volunteers who undertake duties for the station, being a Trustee, Manager, Presenting, Engineering, Music Scheduling, Social Media.

It should also be noted that we did lose a number of long-serving volunteers. For some, the changes were not what they had expected, despite having supported this new direction at the special meeting. While we were sorry to see them go, it has been good to see some continuing to present on other stations, and we wish them well. We have also already had a few volunteers indicate that they would like to return in the future, which is very encouraging.

New volunteers welcomed this year: 7

Philip Wright, Finance Manager and Trustee

Alfie Hawkins, Presenter

Paul McComish, Presenter and IT Systems Co-ordinator

Andrew Stevens, Presenter in training

Nigel David, Presenter in training

Steve Lambert, Presenter in training

Danielle Brodie, Social Media Co-ordinator in training

Our minimum commitment is 2 hours per week but we know many put in a lot more hours which we see and value, so thank you.

## Volunteer Contributions & Impact

Presenting shows is often the most visible role, but we all know that what goes out on air is only possible because of the huge amount of work that happens behind the scenes. There is admin, show preparation, music selection, engineering, social media posting, sales calls, and even

selling redundant equipment and music — all vital parts of making sure we look and sound like a professional radio station.

What must never be taken for granted are the countless small but essential contributions that keep everything running smoothly. From emptying bins and washing up, to borrowing vans to move us, carrying heavy equipment up stairs, sawing insulation, staying late, and stepping in wherever help is needed — every single detail matters.

What really stands out over the past year is the teamwork. This small but dedicated army of volunteers has worked together with commitment, flexibility and good humour to get us to where we are now. Because of that collective effort, Dorset Coast Radio is match fit, ready to grow our listeners, and ready to be truly local — serving our community and making a real impact.

## Recruitment, Training & Support

Most volunteers initially find Dorset Coast Radio online. The feedback we commonly receive is either, “I was looking for a radio station because I love music and discovered you,” or “I was looking for a charity to volunteer with and found you.” More recently, we are also seeing volunteers come to us through organisations featured on Community Connect, such as CAN, which is a really positive development.

Volunteers who wish to become presenters begin their journey by sitting in with existing presenters to get a feel for the station and what is expected. This is followed by more structured, one-to-one training with the Station Manager, covering desk controls, the basics of Myriad, link content, and show preparation. From there, volunteers progress through practice sessions, a test show, and finally to live broadcasting.

Volunteers in non-broadcast roles are trained on a one-to-one basis by the relevant manager, ensuring they receive the appropriate guidance and support for their role.

Support is ongoing. I, along with the Station Manager, Deputy Station Manager, and other managers, am always available to help. I regularly check in with volunteers via WhatsApp and email. Presenters also have a dedicated WhatsApp group for important updates, as well as regular presenters’ meetings to share information and maintain communication.

As a small charity, we remain focused on building positive relationships and offering flexible, supportive arrangements that reflect volunteers’ availability, while helping everyone feel valued and confident in their role.

## Achievements & Highlights

One of the most significant achievements this year has been the appointment of Philip Wright as our Finance Manager. Having professional accounts in place is a vital step as Dorset Coast Radio moves into its next phase of development, and it provides a strong foundation for future growth.

We have also introduced a new volunteer application form and a swifter recruitment process, making it easier and more efficient for new volunteers to join us. Alongside this, we have been creating and redefining volunteer job descriptions to ensure roles are clear and well supported, with only a small number left to complete.

Barry Howard as our compliance officer has undertaken the necessary Ofcom training with all existing and new volunteers.

We also re-launched our supporters scheme asking for all new and existing volunteers to pay a minimum £5.00 per month towards the running of the station.

Socially, we have made a positive start. We've managed a few curry nights, drinks at the pub, and a Christmas party. These will continue into the coming year, as these informal gatherings really do help us get to know each other better and strengthen relationships across the team.

In terms of volunteer-led achievements, there have been fewer opportunities this year, largely because many of our newest volunteers joined towards the end of the year. However, it was fantastic to see Alfie and Rachel out in the community conducting interviews at our first event, the Margaret Green Animal Rescue Country Dog Show. Alfie racing across hay bales against a dog is a moment that will stay with me for a long time — and a great example of the fun, community-focused spirit we want to build on.

## Challenges

This year, we did face a number of challenges. The main one was having to temporarily pause the induction of new volunteers due to the physical move of the station. With much of our time focused on preparing for the move, carrying it out, and then working within limited space afterwards, we simply did not have the capacity to bring new people in and train them effectively.

I would like to take this opportunity to sincerely thank our existing volunteers, who continued to work in difficult and sometimes less-than-ideal conditions. Your patience, flexibility and willingness to just get on with things without complaint has been genuinely appreciated.

Looking ahead, volunteer availability will remain an ongoing challenge. We received 27 enquiries this year, but only six progressed to the point of actively volunteering. While many people like the idea of being involved, the Managers and Trustees agreed that it is important for anyone joining us to be able to make a genuine commitment. This ensures we remain sustainable and avoids returning to a situation where we had a large volunteer list but only a small number actively involved.

## Looking Ahead

Recruit additional volunteers for broadcast and non broadcast side.

HR processes and a recruitment plan in place.

Create a sub volunteer community, "Coasties" people who are time poor on a weekly basis but would love to volunteer at maybe 4 events a year.

Look at succession planning for all the Trustee and Manager positions, seeking out existing and potential volunteers with relevant skills.

## And Finally…Thanks

Before I finish, I just want to say thank you. Thank you to my fellow trustees and managers for the time, care and responsibility you give so generously. And thank you to every single volunteer — because at Dorset Coast Radio, nothing is too small to matter. Emptying the bin, washing up,

locking up, staying a few minutes late… all those little things are what keep us going, and they never go unnoticed.

To our presenters: thank you for turning up week after week and always trying to be the best you can be on air. You care about what you do, and it shows. You give our station its voice, its personality and its heart.

A special thank you to Liz for Community Connect — over 140 amazing charities brought through our doors and onto our airwaves. That is an incredible achievement and such a powerful reminder of why local community radio really matters. Thank you to Rob for all the HR support — especially from someone who doesn't actually do HR — your guidance and calm have made a real difference. And thank you to Andy: for the IT help, for driving me everywhere, for the long nights, the problem-solving, and for always finding a way to make it fun along the way.

Because that's important too. Radio should be fun. And despite the hard work, the challenges, and the late nights, it really is — because of the people in this room and those who couldn't be here tonight. Thank you all for everything you do for the Charity and Dorset Coast Radio.

# Financial Summary

*Including financial results for 1st Oct 24 to 31st Dec 2025*

## Introduction

The year has been one of change, transition and building for the future.

- Need to relocate following our lease expiry at hospital location and building sale to the NHS foundation.
- Rebuild our facilities, branding and commercial structure in a new location
- New broadcast opportunities in the form of DAB on Poole, and now on Bournemouth Mux
- Higher running costs
- Financial personnel changes brought challenges and changes
    - Banking access issues caused by banking mandate changes

**Financial Results for the period**

Cash Income and expenditure.

| Cash Income & Expenses | Total |
|---|---|
| Asset Sales | **£48,456** |
| Core Income | **£11,084** |
| **Cash In** | **£59,540** |
| Moving and equipment costs | **-£38,179** |
| Core Expenses | **-£18,002** |
| **Cash out** | **-£56,182** |
| **Net Cash** | **£3,358** |

A net £3,358 was generated in this exceptional period. Asset sales include the transfer of the old studio building to the NHS foundation after our lease was not renewed, and CD and surplus equipment sales.
Note: Core running expenses for the period exceed core income, see current financial position below.

**Bank and other cash Balances**

| Bank account | Opening | Closing | Movement |
|---|---|---|---|
| Barclays 1 | £4,044 | £45,001 | |
| Barclays 2 | £5,651 | £902 | |
| Barclays 3 | £10,744 | £1 | |
| Natwest | £9,644 | £1,753 | |
| Cash in Transit | £0 | £740 | |
| Short- term loans | £0 | -£14,956 | |
| **Grand Total** | **£30,083** | **£33,441** | **£3,358** |

Reconciled

At the end of the year-end, we had limited access to our banking facilities. Various trustees and an associated company provided short term facilities to cover expenses (circ £15k). Note: we now have full access to all our bank accounts, and no interest was paid.

## Current Financial Position / Outlook

The current financial position meets our reserve policy. However, our current month core expenses are greater than our core income from supporters and other sources.

The biggest financial change from the hospital location to our new offices is premise costs of £14.3k per year (Rent, rates, power).

Current core income from supporters is approximately £400 per month, with approximately £2,200 in monthly core expenses. This is a short fall of £1,800 per month.

Advertising, sponsorship, grants and other fundraising will need to be generated to fill this gap.

Advertising revenues have begun in the first quarter 2026 but need to scale further. Grant work is progressing at pace, but these are not guaranteed.

We would welcome introductions for paid advertising introductions

## Reserve Policy year-end test

### Outline of Policy

Calculate a prudent level of restricted reserves equivalent to

- 6 months of core expenses to ensure financial resilience
- known contingent liabilities
- Strategic fund for development and income diversification needs

Review reserve levels regularly to reflect changes in income, expenditure, and risk

**Year- end outcome/results**

| | ast 31st Dec 25 |
|---|---|
| Available Reserves | £33,441 |
| 6 month of core operating costs | -£13,122 |
| Know contingent liabilities | £0 |
| Strategic development fund | £3,000 |
| **Surplus / deficit** | **£23,319** |

**Test result** - compliant

CHARITY COMMISSION FOR ENGLAND AND WALES

Hospital Radio Bedside | No: 1190210

# Receipts and payments accounts

CC16a

| For the period from | 1st October 2024 | To | 31st December 2025 |
|---|---|---|---|

## Section A Receipts and payments

| | Unrestricted funds to the nearest £ | Restricted funds to the nearest £ | Endowment funds to the nearest £ | Total funds to the nearest £ | Last year to the nearest £ |
|---|---|---|---|---|---|
| **A1 Receipts** | | | | | |
| Voluntary Income | 5,688 | - | - | 5,688 | 3,387 |
| Activities to generate income | 2,772 | - | - | 2,772 | 8,152 |
| Bequested | 2,000 | - | - | 2,000 | |
| Bank interest | 465 | - | - | 465 | 222 |
| Deposits - Keys | 160 | - | - | 160 | |
| ***Sub total** (Gross income for AR)* | 11,084 | - | - | 11,084 | |
| Custom - Trustee short term funding | 1,656 | - | - | 1,656 | - |
| Custom - Commerical Interest free bridging | 13,300 | - | - | 13,300 | - |
| ***Net Non Asset receipts*** | 26,040 | - | - | 26,040 | 11,761 |
| **A2 Asset and investment sales, (see table).** | | | | | |
| **Sale of assets** | 48,456 | - | - | 48,456 | 342 |
| ***Sub total*** | 48,456 | - | - | 48,456 | 342 |
| ***Total receipts*** | 74,496 | - | - | 74,496 | 12,103 |
| **A3 Payments** | | | | | |
| Facilities | 6,755 | - | - | 6,755 | - |
| Broadband | 1,479 | - | - | 1,479 | 1,082 |
| Studio equipment | 8,899 | - | - | 8,899 | 3,998 |
| Studio maintenance | 966 | - | - | 966 | 1,427 |
| Licences | 5,008 | - | - | 5,008 | 2,654 |
| Food | | - | - | - | 282 |
| Insurance | 1,363 | - | - | 1,363 | 1,378 |
| Other | | - | - | - | 1,186 |
| ***Sub total*** | 24,470 | - | - | 24,470 | 12,007 |
| **A4 Asset and investment purchases, (see table)** | | | | | |
| **Purchases** | 31,712 | - | - | 31,712 | |
| | - | - | - | - | |
| ***Sub total*** | 31,712 | - | - | 31,712 | - |
| ***Total payments*** | 56,182 | - | - | 56,182 | 12,007 |
| ***Net of receipts/(payments)*** | 18,314 | - | - | 18,314 | 96 |
| **A5 Transfers between funds** | | - | - | - | - |
| **A6 Cash funds last year end** | 30,083 | - | - | 30,083 | - |
| ***Cash funds this year end*** | 48,397 | - | - | 48,397 | 96 |

## Section B Statement of assets and liabilities at the end of the period

| Categories | Details | Unrestricted funds to the nearest £ | Restricted funds to the nearest £ | Endowment funds to the nearest £ |
|---|---|---|---|---|
| **B1 Cash funds** | Barclays | 45,904 | | - |
| | Natwest | 1,753 | | - |
| | Gocardless | 740 | - | - |
| | ***Total cash funds*** | 48,397 | - | - |
| | (agree balances with receipts and payments account(s)) | OK | OK | OK |

| | Details | Unrestricted funds to the nearest £ | Restricted funds to the nearest £ | Endowment funds to the nearest £ |
|---|---|---|---|---|
| **B2 Other monetary assets** | | | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |

| | Details | Fund to which asset belongs | Cost (optional) | Current value (optional) |
|---|---|---|---|---|
| **B3 Investment assets** | None | | - | - |
| | | | - | - |
| | | | - | - |
| | | | - | - |

| | Details | Fund to which asset belongs | Cost (optional) | Current value (optional) |
|---|---|---|---|---|
| **B4 Assets retained for the charity's own use** | Computers, Furniture, CDs, Mixing Desks, Partitions | Non Valued | - | - |
| | | | - | - |
| | | | - | - |
| | | | - | - |
| | | | - | - |

| | Details | Fund to which liability relates | Amount due (optional) | When due (optional) |
|---|---|---|---|---|
| **B5 Liabilities** | Trustee short term funding | 1,656 | - | |
| | Commerical Interest free bridging | 13,300 | - | |
| | | | - | |
| | | | - | |
| | | | - | |

| Signed by one or two trustees on behalf of all the trustees | Signature | Print Name | Date of approval |
|---|---|---|---|
| | Philip Wright | Philip Wright | 13/10/2026 |
| | Gary Plummer | Gary Plummer | 13/10/2026 |