

## Section 1

# Key commitments Annual Report Form

## 1.1 Community Radio Form: Year Ending 31 December 2013

### Station details

#### Licence Number

CR000002

#### Station Name

Angel Radio Havant

#### Launch Date

01/01/2006

#### Web address where you will publish this report.

angelradio.co.uk

#### When will the report be published / available to view?

April 2014

## 1.2 The year in numbers

Please specify the station's achievements in the year under review in numbers as follows:  
(some of this may be a repetition of the information supplied in the financial report)

Average number of live hours per <b>week</b> (live material is created at the same time as it is broadcast)	48.75
Average number of original programming hours per <b>week</b> (original material includes live plus pre-recorded material, but does not include repeats or automated output). [This figure cannot be less than the station's live hours alone]	72.25
The percentage of your daytime output that is <b>speech</b>	32%
Total number of people trained during the <b>year</b>	17
Total number of volunteers involved during the <b>year</b>	73
Total number of volunteer hours per <b>week</b>	313
If appropriate, a list of languages you have broadcast in	English

(There may be some repetition of this information in other sections such as programming.)

**Please indicate whether your station key commitments have been delivered during the reporting period: 1 January to 31 December 2013**

### 1.3 Key commitments: programming

Key commitment delivery	YES	NO
The programme service will be comprised of live and pre-recorded programming featuring nostalgic music, predominantly from the years 1900-1959, complemented by informative speech on local issues.	✓	
<ul style="list-style-type: none"> <li>Live programming output will typically comprise 70% music and 30% speech ('speech' excludes advertising, programme/promotional trails and sponsor credits, and may be calculated over any four hours).</li> </ul>	✓	
<ul style="list-style-type: none"> <li>The music output will be tailored specifically to attract the older generation. It will be comprised of music released between 1900 and 1959 and feature popular music from that period including, jazz, big band, rock'n'roll, doo wop, musical, classical, and opera.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Speech output will include an events diary, community-focussed information, documentaries, competitions and local weather forecasts. It will also feature a range of relevant items such as information on health, diet, pensions and so on, as well as reminiscence therapy.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Live programming (which may include pre-recorded inserts, if applicable) will typically comprise ten hours a day.</li> </ul>		x

#### Explanatory notes re non-delivery (if applicable):

Live programme hours have been significantly reduced due to an unprecedented number of deaths and illness in our team.

2 x Strokes  
 4 x Heart Attacks  
 3 x Cancer  
 ..... and various hip and knee operations, viruses, etc.

We have tried to maintain live programming where possible but have not succeeded in producing the required 10 hours a day.

### 1.4 Key commitments: Social gain objectives

Key commitment delivery	YES	NO
<b>(a) The provision of sound broadcasting services to individuals who are otherwise underserved</b>		
<ul style="list-style-type: none"> <li>The service is specifically focussed on the 60+ age group in Havant. They are not currently served by other broadcasters in the area. The aim is to provide informative programming on such topics as health matters, education, and advice from local support groups.</li> </ul>	✓	
<b>(b) The facilitation of discussion and the expression of opinion</b>		
<ul style="list-style-type: none"> <li>The service will provide airtime and allow the opportunity for local groups to debate and discuss topics, encouraging audience participation using a variety of methods.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Reminiscence programming allows individuals to share their memories with other listeners.</li> </ul>	✓	

<ul style="list-style-type: none"> <li>Individuals are encouraged and helped to produce their own output for broadcast.</li> </ul>	✓	
<b>(c) 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</b>		
<ul style="list-style-type: none"> <li>The station will encourage involvement with the service from the target community. Information about training will form part of the programming output and the station will endeavour to engage with local colleges/community centres about the available courses for the community.</li> </ul>	✓	
<b>(d) The better understanding of the particular community and the strengthening of the links within it</b>		
<ul style="list-style-type: none"> <li>The main aim of Angel Radio is to keep the over 60s informed about issues of interest and relevance, and to enable them to share their interests and concerns with each other.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Angel will hold informal discussion meetings which will be open for the whole community to attend. The community will be invited to visit the studios and share views on programming topics and any other issues of concern.</li> </ul>	✓	

**Explanatory notes re non-delivery (if applicable):**

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**1.5 Key commitments: Access and participation**

<b>Key commitment delivery</b>	<b>YES</b>	<b>NO</b>
The group will, by having open access to training and to the studio, encourage local participation and involvement with the station at all levels including management. Other aims of the group:		
<ul style="list-style-type: none"> <li>Training – provide at least 8 older people every 12 months the opportunity to undergo training for broadcasting and the opportunity to continue with the service thereafter</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Work experience – 1 placement every 6 months for broadcasting and 1 placement every 6 months for non broadcast experience</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Job start – to create 1 job start placement within the first 12 months of broadcasting</li> </ul>		
<ul style="list-style-type: none"> <li>Events – to host 1 public entertainment event per month</li> </ul>		✓
<ul style="list-style-type: none"> <li>Airtime – provide airtime to 4 members of the public each week</li> </ul>	✓	

**Explanatory notes re non-delivery (if applicable):**

We have been able to provide 4 of our own public entertainment events, and have co-hosted a further 4. Due to staff illness we have been unable to fulfil our undertaking of 12 events per year.
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## 1.6 Key commitments: Accountability to the target community

Key commitment delivery	YES	NO
• Angel will undertake regular research into the target community's needs	✓	
• It will provide a variety of means for the community to give feedback on the service and the content.	✓	
• A listeners' report which will be subject to feedback and review by the community will be produced.	✓	

### Explanatory notes re non-delivery (if applicable):

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## 1.7 Volunteer inputs

Please provide details of the contribution made by volunteers to the station and its operation of the station, such as:

- The approximate number of hours worked on average per volunteer per week.
- Any other information to help Ofcom understand the input of volunteers to the station.

<p>Four volunteers each work over 30 hours per week.                  Three volunteers each work over 15 hours per week.                  Three volunteers each work 10 hours per week.                  Most other volunteers work 5 hours or less each week.                  Three volunteers are aged 90+                  Seven volunteers are aged 70+                  Our youngest volunteer is aged 15                  Two of our volunteers are sight impaired.                  Two of our volunteers are hearing impaired.                  Only 4 volunteers have previous radio experience.</p>
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## 1.8 Significant achievements

<p>We are delighted to have, once again, been able to raise the necessary funds to enable us to continue to broadcast on FM, DAB and online. DAB, while proving very expensive for our small charity, has enabled many more instances of listeners interacting with our local FM audience. A blind DAB listener on the Isle of Wight is now in regular contact with several people in Havant. A housebound DAB listener in Bognor Regis has made new friends with people in Havant &amp; Portsmouth, and there are many similar cases. One local digital radio retailer reported selling out of his entire stock of Pure radios several times over during the period when our FM service was on low power due to damage from the storms.</p>
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<p>Again this year we have shown how much Angel Radio becomes a significant part of our listener's and volunteer's lives. Angel Radio's Station Manager has led two funerals and spoken at two others, while Angel Radio's presenter of the Sunday Morning Service programme has also led a funeral for a listener.</p>
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<p>We have managed to obtain discounts for our listeners to many events, coach trips and theatre shows. Some discounts have been very significant, up to 50%, and enable older</p>
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people on a limited income to enjoy themselves.

Our oldest volunteer and her work at Angel Radio was the subject of several news items on BBC, ITV, Russia 1, CBS Coast to Coast in the USA, also German and South Korean TV. She appeared on the BBC TV Breakfast sofa with Charlie Stayt and Louise Minchin on two occasions and also appeared live on ABC in Australia talking about Angel Radio.

The BBC have contacted us on several occasions with queries relating to media for older people, and the BBC also provided two of our volunteers with a chauffeur driven car for an appearance at a recording session of the Michael McIntyre Chat Show.

During this period we received our first significant mentions in the wills of listeners. Both listeners have willed Angel Radio a percentage from the sale of their houses.

Angel Radio produced a live programme with Havant Community Police at a 'coffee-shop' set up in the centre of the local council estate. This enabled Angel Radio listeners and visitors to the 'coffee-shop' to voice their concerns and questions to the police and receive instant feedback.

Angel Radio continues to work with Havant Borough Council and forming stronger ties has enabled us to work towards producing several live radio programmes in 2014/5 which will enable a team of older persons service providers to be present in the Angel Radio studios while listeners phone in their questions and concerns.

Although picking up a younger audience may not be at the top of our agenda, it is important to recognise the fact that a love of nostalgic music is enabling many younger people to get to know older people. "Hello everybody! I've only just discovered Angel Radio today and I absolutely love it. I'm 16 years old and hate everything that is put in the charts these days; I love listening to the music of days gone by, especially the 40s. To make me even more happy, could you please play "Zing! Went the Strings of My Heart" from my idol Judy Garland. I love her so much, my all-time idol. Love from Alex in Wales"

... and from a student "I'm currently revising for my uni finals (perhaps not fitting with most of your listener demographic!) and would love to hear Chinese Laundry Blues if you have it. Your station is really great to have on in the background as a pleasant encouraging voice. Keep up the good work!. From Jess, Coventry"

## 1.9 Significant difficulties

Do you wish this section to be kept confidential?	YES	NO
		✓
<p>Only two significant difficulties this period:</p> <ol style="list-style-type: none"> <li>1. Storm damage resulted in our FM service being on low power for a considerable period of time. Difficulty in accessing the transmitter site, continued bad weather, and on-site Health &amp; Safety, all worked to strain the patience of our FM listeners.</li> <li>2. We received an email threatening legal action if we continued to use the Romanse travel website information to inform our listeners of travel problems. As the information is already available to the general public, this seemed a particularly crass attitude to</li> </ol>		

adopt. However, we complied with the demand and were therefore entirely unable to warn our audience about important travel problems caused by the flooding around the Christmas period.

### 1.10 Audience research

Please provide a summary of any audience research/ data you have collected during the year.

This year our audience survey received 201 completed questionnaires.

There were three complaints –

1. A listener to our FM service said a presenter had read her full name and address out on air. This could not have been the case as the listener uses an alias and her true name and address were unknown to the presenter. A detailed monitor of the logging tapes proved no such announcement was made.
2. A listener complained that our 1-hour remembrance service on November 11<sup>th</sup>, followed by 2 minutes silence and the Last Post was not enough and we should have produced more programming. Angel Radio offered the complainant the opportunity to produce their own remembrance programme, but this offer was declined by the listener.
3. A serial complainant, who lives outside of the Borough of Havant, telephoned almost every day to complain that our FM signal is not strong enough.

A listener with technical knowledge of audio commented about our “poor” sound quality and helped us to eventually identify there was actually nothing wrong with our audio. It was due to the fact we are playing original vintage records. This sort of constructive criticism and follow-up advice is very helpful. “Hello Guys and Gals! Delighted to discover you following this week’s publicity on TV and in the papers. I wish I could help you but Havant is out of my current range from North Essex .I used to be on the technical side with the Forces Broadcasting Service in Malta and North Africa from 1954-7 and had a wonderful time. It was more of a pleasure than a vocation.

Because of my technical background I feel prompted to comment on the audio quality of your broadcasts on line. I play them on Windows Media Player on my Vista PC and I have a high quality sound system with Woofer and Tweeter speakers to enjoy my music library installed on the Windows Media Player and also various on-line radio stations. So I have to say with some regret that although I love your station I find the sound quality very inferior to all the other transmissions I receive.

It is very thin and all the bass seems to be missing so it is not as pleasurable to listen to as all the other on-line stations. It is not even like the old valve radios for they always had more bass than treble. I would much appreciate any comments from your technical side, I might even be disposed to make a donation if that missing bass could be found! .....Anyway, I will keep listening and I wish you well.....Dennis Starr”

All other comments about Angel Radio were entirely complimentary.

Listeners who responded were split approximately 50/50 male and female.

The vintage music is almost always the first choice of answer to “What do you particularly

like about Angel Radio?" with friendly presenters being the second choice. Very few (8%) of responses said they had been to an event publicised on Angel Radio. Comments about Angel Radio included -

"Angel Radio - a brilliantly unique radio station with delightfully unique programmes and eccentrically unique presenters. "

"Greetings from London Ontario Canada! There are probably hundreds of stations around the world that broadcast the "golden oldies" of bygone days, but none do so in the style of Angel Radio. This is due in no small part to the quality of the presenters who, I suspect for the most part, have actually lived in the times when this music was part of their lives---and it shows."

"Tony, I'm so impressed with you and your Radio Station. You took the trouble to send me something I asked for and it arrived today. Thank you so much, long may Angel continue. If there's anything I can do for you just ask."

"I listen to your Angel Radio and enjoy it in Southampton on DAB. Takes me back to childhood in the 40s and early 50s."

"I usually listen most mornings my time (afternoons in Havant) and really enjoy the content. I very much hope next time I am in the UK to pop in and say Hi to Iris and Mildred (and your good self of course), both of those fine ladies cheer up my Thursday mornings immensely. Now I really must go as Angel Radio is currently playing a marching band, I feel the need to march to the kitchen for some coffee. Stay well, and congrats on the station, it truly is a wonderful listen, "

"Thank you for Angel Radio, it's revolutionised the way I listen to radio. Some almost forgotten music and interesting presenters who listen to what people say they want to hear and then play it. Hope you go from strength to strength Angel. "

One question we are asked over and over again is 'why can't I hear you in my part of the UK?'

Hello

I saw your radio station on Meridan News and I was wondering if we can get your radio station in East London? I have elderly grandparents who would love to list to this station but I have been unable to find the station on 101.1 MHZ fm. Is this radio station for certain areas, or is there a way of finding it on out radios in East London.


Looking forward to hearing from you

Wendy

## Section 2

# Declaration

**I hereby declare that the information given in this annual report is, to the best of my knowledge and belief, true and correct.**

<b>Signature</b>	
<b>Name</b>	Anthony Thomas Smith
<b>Position</b>	Station Manager

<b>Station</b>	Angel Radio (Havant)
<b>Email address</b>	angelradiohavant@yahoo.co.uk
<b>Telephone number</b>	023 9248 1988
<b>Date</b>	8 <sup>th</sup> April 2014

### Section 3

## Checklist

Please ensure that you have done the following:

- Read the Annual Report Guidance Notes.
- Checked that all sections of both forms (i.e. this document and the accompanying spreadsheet) are completed.
- Ensured that the declaration is signed and dated by a member of the board of the corporate body which has been awarded the community radio licence, and that the person has the authority to act on behalf of the board.

### ***Then***

Submit your form by email to [community.radio@ofcom.org.uk](mailto:community.radio@ofcom.org.uk)

**Annual report forms must be returned to Ofcom by Wednesday 9 April 2014.**

January 2014 – Issue 8