



Members Charter

GETTING TO KNOW FROMEFM

FromeFM is a Frome based non-profit community radio station run by **Frome Community Productions CIC**. Produced by members, and supported by volunteers, FromeFM broadcasts programmes online and on 96.6FM locally to the Frome area. FromeFM provides niche music programmes; Frome focussed debates and reportage, sustained support for and coverage of the work of community groups and radio for children.

Members pay a membership fee either on a monthly or an annual basis. For the current membership fees, please see the FromeFM website.

For the purposes of this guide, Frome Community Productions CIC and FromeFM shall be deemed to be the same.

The FromeFM website provides lots of information about the organisation, its purpose, its structure and its commitments and team. Below are a few suggestions of other things you can do to get involved:

- Read the newsletter, which is emailed out periodically.
- Tune in to different shows, to give you a feel of the station's output.
- Come to social gatherings and relevant meetings.
- Get introduced to other members & volunteers.
- Follow FromeFM's social media channels. Join the Facebook Member's group.
- Understand the terms of reference for your role.
- Understand the importance of your role.
- Know who to talk to about feedback or if there is a problem.
- Get to know the studio and its accessibility.
- Check out the members' area on the FromeFM website. The password is **FromeFM96.6**
- If in doubt please ask! The membership coordinator, a director, or another member will be able to help you or direct you to someone who can, if you do not know or understand something.

WHAT IS EXPECTED FROM YOU

As a FromeFM member, you are in a position of trust and you might be responsible for equipment or information pertaining to FromeFM's business. We ask you to preserve FromeFM's good name by:

- Supporting the aims and objectives of FromeFM and community radio
- Adhering to all regulations that are relevant to FromeFM such as OFCOM and health and safety regulations.
- Knowing and keeping to the policies and procedures of FromeFM.
- Being open minded and honest in your dealings with us.
- Treating everyone you encounter whilst in your FromeFM role with courtesy and respect.
- Reaching a shared understanding of your role and commitment, and telling FromeFM if you wish to change the nature of your contribution.
- Informing FromeFM of any improvements that can be made to the service and support that you receive.
- Accept FromeFM's disciplinary procedures including the right to suspend or terminate programmes or discontinue an individual or group Membership without refund.

OUR RESPONSIBILITIES TO YOU

As a Member you can expect:

- That your contribution is valued by FromeFM, who are fully aware of the nature and purpose of your membership.
- To have access to information regarding the FromeFM's affairs ; its management structure, policies, accounts etc.
- The right to be heard, and to have your views and opinions taken into consideration in framing policy or in determining operational procedures and rules and regulations
- To be given tasks that you are capable of and that are of benefit to the station.
- A clearly defined outline of the task we would like you to undertake.
- To have a key contact for the task involved.
- That we strive to ensure equality of opportunity.
- Safe working conditions.

We will also try to ensure that you:

- Are kept informed of changes and developments affecting you.
- Have the opportunity to participate in the FromeFM's policy making processes. This can be done by attending open meetings and /or by applying to take part in working groups.
- Are able to say no to requests outside of the task outline and agreed with you.
- Are able to see how your contribution fits into the broader objectives of the station.
- Have the opportunity to advance personal objectives, e.g. career training in communications or journalism provided only that it does not clash with FromeFM or Community Radio objectives.
- Have access to a clear grievance procedure.

RESPONSIBILITIES OF MEMBERS

As a Member, we ask that you:

- Ensure Membership fees are paid on time.
- Work with us to achieve our aims and objectives.
- Demonstrate a commitment to FromeFM over and above presenting or producing your own programme. This could be as simple as supporting social and fundraising opportunities; or perhaps even taking on a more complex role or responsibility within the organisation
- Be reliable and fulfil your agreed commitments.
- Air any problems or issues immediately to the appropriate person.
- Respect confidentiality, equal opportunities, health and safety and safeguarding policies.
- Uphold the name and reputation of FromeFM.
- Provide notice of your intention to stop presenting or producing your programme.
- Adhere to our social media guidelines.
- Refrain from using FromeFM's branding or name without permission.
- Accept FromeFM's right to establish rules and regulations.
- Fulfil your agreed role or function to the standards set by the FromeFM, and its commitment to OFCOM and our community.
- Conform to the legal requirements of radio programming and broadcasting.
- Accept that all information compiled, and all programme material made using FromeFM's equipment and facilities, is the property of the FromeFM unless express permission is given to the contrary.
- Join in with the FromeFM community and enjoy yourself!

ADDITIONAL RESPONSIBILITIES OF PRESENTERS & STUDIO MANAGERS

- To be aware of the Broadcasting Regulations always and ensure any guests are adequately briefed.
- Arrive in the studio in good time to ensure all checks are completed well before broadcast schedule time; and on completion leave the studio and equipment in good order.
- In accordance with licensing regulations complete a Cue Sheet identifying licensed works used in programme.
- If there is a need to 'skip' a show for a month (due to holiday or some other planned event), advise studio manager in the first instance, who will ensure that an archived show is replayed, or an alternative solution found
- For prerecording programmes, liaise with studio manager to make appropriate arrangements for recording and editing.
- **Presenters who miss broadcast slots, whether live or pre-recorded, without notice, may have their agreed broadcast slot rescinded; or, in repeated cases, cancelled.**
- Follow the advice and guidelines provided by studio manager. This may be to improve the quality of the audio work, comply with broadcasting regulations, or to safeguard health and safety within the studio.
- Provide information or materials concerning programme when requested. The information may be required for the website, or for publicity.
- Stay up to date with all matters concerning FromeFM in order to actively promote both the station's presence and ways to support FromeFM via programmes and on associated social media.

CONFIDENTIALITY & THE NEED TO KNOW PRINCIPLE

As a Member of FromeFM, we ask that you act with integrity, confidentiality and discretion at all time. Whatever role you have, you will be privy to information relating to the operation of the station. To help avoid reputational harm it is important that you follow the 'need to know principle'.

- Only share information with those who are entitled to it.
- Be aware of your surroundings when discussing information about FromeFM
- Whilst we encourage you to use social networking sites, such as Facebook, Instagram and Twitter to promote the station we ask you to pause for thought before posting something that could be misinterpreted or have a negative impact on FromeFM or an individual.
- Always follow the 'need to know principle' when it comes to sharing information (this includes blogs, photo/video uploads, status updates, tweets and check-ins).
- Do not share details of internal activities/operations/finances unless given prior approval from the directors.

SOCIAL MEDIA DO's:

- ✓ We encourage you to re-tweet, share or pass on posts made by the official FromeFM Facebook (www.facebook.com/FromeFM), or Twitter (@FromeFM), as this will help us to raise our profile.
- ✓ Encourage your friends to follow our social media channels.

SOCIAL MEDIA DON'Ts:

- ✗ Post negative comments regarding FromeFM.
- ✗ React to a negative comment made by somebody else on your own, or someone else's profile regarding FromeFM.
- ✗ Provide any information that is not in the public domain (such as operational processes) .

DEALING WITH PROBLEMS/COMPLAINTS

We hope that members will never need to lodge a complaint or have a complaint made about them.

However, as a member, if you have a complaint about FromeFM, or about someone within FromeFM, you can write to:

**The Chairman
Frome Community Productions CIC
Frome Town Hall
Christchurch Street West
Frome BA11 1EB**

You can submit your complaint by email and the email address for the chairman can be found on the FromeFM website 'Contact Us' page.

All complaints will be investigated fully by the directors. Any person who is subject to a complaint will be given the opportunity to represent themselves as part of the investigation.

DISCIPLINARY PROCEDURE

If the directors consider that role or activities of a member does not meet with our standards, the directors will first consider if the matter can be dealt with informally. If they decide it cannot, they may decide to issue a verbal or written warning. They may also take further action which could include, but is not limited to, placing restrictions on a person or groups' involvement with FromeFM, or to suspend or terminate programmes or discontinue an individual or group membership without refund. Decisions of the directors will be final.

Whilst every effort has been made by Frome Community Productions CIC (FromeFM) to ensure that the contents of this document are accurate, Frome Community Productions CIC disclaims all warranties, express or implied, as to the accuracy of the information contained in this booklet. The information is intended solely as a guide