
Community Digital Sound Programme

(C-DSP) licence

Application form – Part A (public)

Name of applicant (i.e. the body corporate that will hold the licence):

Hospital Radio Plymouth

Proposed service name:

Hospital Radio Plymouth

Radio multiplex service(s) on which the proposed C-DSP service is to be provided (note this must be a small-scale multiplex area either previously advertised or currently being advertised by Ofcom as shown in the multiplex licence advertisement)

Plymouth

Public contact details (i.e. Contact name and/or company name, company address, telephone number(s) and email): Hospitalradioplymouth.org.uk, 01752 784300

Publication date: 1 June 2021

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1. Overview

You should complete this form if you are applying for a community digital sound programme licence (“C-DSP”). You can find further information about C-DSP services in the [guidance notes for licensees and applicants](#).

This application form is divided into two parts – **Part A** (which we will publish on our website) and **Part B** (which will be kept confidential). This document constitutes Part A; [Part B of the application form](#) is available on our website.

If you encounter any issues using these forms, please contact broadcast.licensing@ofcom.org.uk.

The purpose of this form

1.1 You should complete this form if you are applying for a Community Digital Sound Programme (C-DSP) licence.

1.2 A digital sound programme service intended for broadcast by means of a local or small-scale radio multiplex service requires either a C-DSP licence or a local DSP licence. Ofcom’s published guidance notes set out some of the key issues that potential applicants need to consider in deciding which type of licence is suitable for them. In summary, C-DSP services are not run for financial gain and are required to provide social gain. C-DSP licences therefore include strict conditions to ensure that happens, and provide less flexibility than a local DSP licence. However, they do provide access to capacity that small-scale radio multiplex service providers are required to reserve solely for C-DSP services.

1.3 A C-DSP licence will be required even if the same programme service is also provided on any other platforms (e.g. FM, satellite), as separate licences are required for those.

1.4 As noted above, small-scale radio multiplex services will have reserved capacity for C-DSP services. Issue of a C-DSP licence does not, however, guarantee carriage on a small-scale (or local) radio multiplex service. That is a matter for agreement between the C-DSP licensee and the multiplex service provider, and there may be more C-DSP licences issued in a locality than there are reserved slots on the small-scale radio multiplex service. Note that a C-DSP service does not necessarily have to broadcast using reserved capacity. It can use unreserved capacity on a small-scale radio multiplex service or capacity on a local radio multiplex service, again subject to agreement with the multiplex service provider.

1.5 An application for a C-DSP licence will be accepted only once Ofcom has advertised the licence for the small-scale radio multiplex service upon which the proposed C-DSP service is intended to be provided. There is no closing-date by which an application for a C-DSP licence must be submitted (i.e. it can be submitted at any time after the licence for the relevant small-scale radio multiplex licence has been advertised).

1.6 You can find further information about how to determine if a service requires a C-DSP licence in Section 2 of the [guidance notes for applicants and licensees](#).

Provision of information

1.7 Ofcom requires complete and accurate information to assess applications. This is so that we can assess your application against statutory criteria, consider whether those involved in the body applying for a licence are 'fit and proper' to hold a licence, and determine whether their involvement with other organisations disqualifies them from participation in a licence.

1.8 It is an offence under the Broadcasting Act 1996 (as amended) to provide false information or withhold relevant information during the application process, and may be grounds for revocation of a licence subsequently granted.

Publication of information about applications and licensed services

1.9 Information provided in **Part A** of the application form will typically be published by Ofcom in our Monthly Radio Update publication the month following the submission of your application. This may take longer if the application is received late in the month. Information provided in **Part B** will not be published.

1.10 In submitting this application you agree that, should a licence be granted, Ofcom may publish contact details for the licensee (specified in Section 2 of Part B of the application form), which may include personal data, on the Ofcom website and/or in other relevant publications. If you have any questions about the information that we publish, or there are any changes to this information, you should contact the Broadcast Licensing team by email (broadcast.licensing@ofcom.org.uk).

1.11 Ofcom considers issued C-DSP licences to be public documents and copies of licences will be made available to third parties on request albeit, other than the Key Commitments which are tailored to the service, C-DSP licences are standard form documents. A brief description of the licensed service will be published on the Ofcom website, along with the Key Commitments which form part of the licence.

1.12 Ofcom publishes a [monthly radio licensing update](#) which lists new services licensed, new applications, licences revoked, licence transfers, and changes to licensed services during the past month.

Data protection

1.13 We require the information requested in this form in order to carry out our licensing duties under the Broadcasting Act 1990, Broadcasting Act 1996 and Communications Act 2003. Please see Ofcom's [General Privacy Statement](#) for further information about how Ofcom handles your personal information and your corresponding rights.

Keeping up to date with broadcasting matters

1.14 We strongly recommend that the appropriate person at the applicant body signs up to receive Ofcom's regular email updates on broadcasting matters including notification when the Broadcast and On Demand Bulletin is published.

1.15 To sign up to receive these communications, you must visit [the email updates area of our website](#) and select 'Broadcasting.'

2. Applicant's details

About this section

In this section we are asking you for details about the applicant company. This must be a body corporate which is not profit distributing.

In the first part of this section, we are asking for basic details about the applicant. These include company registration number and contact information.

In the second part of this section we are asking for details of the applicant's officers (directors or, in the case of LLPs, designated members), its shareholders and participants. Where applicable, we are also asking for details of the officers of the applicant's parent and associated companies or LLPs etc.

If any of the individuals named in your responses are known by more than one name/version of their name, all names must be provided.

Certain persons are disqualified from holding a C-DSP licence. This section asks the questions which enable us to consider this for those types of disqualification which apply specifically to bodies corporate. It also asks questions which are relevant to our assessment of the applicant's fitness and properness to hold a C-DSP licence.

Before completing this section of the form, you should read [Ofcom's guidance on the definition of 'control' of media companies](#). Throughout this section, "control" has the meaning it is given in Part I of Schedule 2 of the Broadcasting Act 1990.

The response boxes and tables should be expanded or repeated where necessary, or provided in a separate annex.

'Officerships' in this section refers to: directorships of bodies corporate, designated memberships of LLPs, or membership of a governing body of an unincorporated association (including partnerships).

Applicant information and contact details

- 2.1 Name of applicant (i.e. the body corporate that will hold the licence):

Hospital Radio Plymouth

- 2.2 Company registration number stated on Companies House:

Registered charity 260238

- 2.3 For UK registered companies, the address of the applicant's registered office stated on Companies House.

For non-UK registered companies, the principal office address:

N/A

2.4 If a UK registered company, is the **current** Memorandum and Articles of Association document available on the Companies House website?

Yes/No (delete as appropriate)

If no, please submit the up to date document and indicate you have done so in the checklist in Section 4 of Part B.

2.5 Contact details of the individual duly authorised by the applicant for the purposes of making this application. This individual should be the company secretary, a director or (if an LLP) designated member.

(If you are an agent completing the form on behalf of the applicant please do not enter your details here – see paragraph 2.25 of the [guidance notes](#)).

Full name	Keith Jolley
Job title	Station Manager
Address	15 Freemantle Place Plymouth PL2 1JE
Telephone	01752 784300
Mobile phone	07854 362941
Email	Keith.jolley@hospitalradioplymouth.org.uk

2.6 If the proposed Licensed Service has/will have a website, please provide the website address below.

www.hospitalradioplymouth.org.uk

2.7 How will the service be financed? If the applicant is receiving, or is likely to receive, any form of funding and/or financial assistance to establish and maintain the service, please provide details of who is providing that funding/financial assistance and the extent of it.

If you are receiving funding from, or on behalf of, a source that could be considered a political organisation or a religious body, you must set out the nature of that organisation here.

Hospital Radio Plymouth is funded from members' subscriptions, grant funding – for example from the Hospital League of Friends – and from fundraising events we hold throughout the year.

Ownership and control of the company which will hold the licence

Details of officers, participants and shareholders of the applicant

2.8 Complete the following table, expanding it if necessary, to provide the following details for each director or designated member of the applicant (i.e. the body corporate that will hold the licence):

Full name of individual	Correspondence address ¹	Country of residence	Other officerships held (and nature of the business concerned)	Other employment
Keith J...	15 Freemantle Place Plymouth PL2 1JE	UK		
Nicola White	85 Bowden Park Road Plymouth PL65NQ	UK		
Trevor Middleton	37 Princess Crescent Plymstock Plymouth PL9 9ET	UK		

¹ This should be the same address as is held and published by Companies House.

Richard Hargrave	1 Lansdowne Road Plymouth	UK		The Angel Foundation
	PL65ED			

2.9 Complete the following table, expanding it if necessary, to list all bodies which hold or are beneficially entitled to shares, or who possess voting powers, amounting to more than 5% in the applicant ("participants"). If you are unable to provide a complete answer to this question in relation to beneficial owners, please state whether you have any reason to suspect the existence of any beneficial owners.

Full name of >5% participant (existing and proposed)	Number of shares	Total investment (£s)	Total investment (%)	% of voting rights
N/A				
Comments				
Hospital Radio Plymouth is a charity. There are no beneficial owners.				

2.10 Complete the following table, expanding if necessary, to identify any entities with which the applicant is affiliated. By affiliated, we mean companies that are related through ownership, either with one company being a minority shareholder in the other, or through multiple companies being owned by a third party.

(If this question is not applicable to the applicant please respond "N/A" in the table.)

Full name of the entity	Address
N/A	

2.11 Complete the following table, expanding it if necessary, to list any bodies corporate which are controlled by the applicant, and their affiliates:

(If this question is not applicable to the applicant please respond "N/A" in the table.)

Full name of entity	Address	Affiliates
N/A		

Details of persons who control the applicant

2.12 Complete the following table, expanding it if necessary, to list all persons who control the applicant, together with their affiliates. If any persons or bodies control the

applicant jointly because they act together in concert (e.g. because of a shareholder's agreement), each such person must be identified here:

(If this question is not applicable to the applicant please respond "N/A" in the table.)

Full name of individual or body	Address	Affiliates
N/A		

2.13 Complete the following table, expanding it if necessary, to list all officerships in other bodies that are held by any individual listed in response to question 2.12, and any affiliates of those bodies. An "officership" refers to being a director of a body corporate, designated member of a limited liability partnership, or member of the governing body of an unincorporated association:

(If this question is not applicable to the applicant please respond "N/A" in the table)

Full name of individual	Name of body in which officership held	Affiliates of that body
N/A		

2.14 Complete the following table, expanding it if necessary, to list all bodies corporate which are controlled by any body corporate listed in response to question 2.12, and their affiliates:

(If this question is not applicable to the applicant please respond "N/A" in the table)

Full name of body corporate listed in 2.11	Body corporate controlled	Affiliates of body corporate controlled
N/A		

- 2.15 In relation to each body corporate identified in response to question 2.12, complete the following table, expanding it if necessary, to list all bodies which hold or are beneficially entitled to shares, or who possess voting powers, amounting to more than 5% in the body corporate concerned (i.e. "participants"). You may, but are not required to, exclude from this table any bodies listed in response to question 2.12. If you are unable to provide a complete answer to this question in relation to beneficial owners, please state whether you have any reason to suspect the existence of any beneficial owners.

(If this question is not applicable to the applicant please respond "N/A" in the table)

Name of body corporate identified in response to question 2.11	

Full name of >5% participant	Number of shares	Total investment (£s)	Total investment (%)	% of voting rights
N/A				

Involvement of the applicant in specified activities

2.16 Please state below whether the applicant, or any of the directors, shareholders or other individuals named above, including their associates (i.e. directors of their associates and other group companies), is, or is involved in, any of the below, and the extent of that interest.

Activity/involvement	Yes or No	Please state who is involved; the name of the body/individual/agency they are involved with; and the extent of their involvement
A local authority	No	
A body whose objects are wholly or mainly of a political nature, or which is affiliated to such a body	No	
A body whose objects are wholly or mainly of a religious nature; ²	Yes	Richard Hargrave works for The Angel Foundation (God TV) as a Broadcast Engineer
An individual who is an officer of a body falling within (b) or (c);	No	
A body corporate which is an associate (as defined in paragraphs 1(1) and 1(1A) of Part I of Schedule 2 to the Broadcasting Act 1990) of a body falling within (b) or (c);	No	

² Please refer to Sections 3 to 5 of [Ofcom's religious guidance note](#) for details on how we determine the eligibility of religious bodies to hold certain broadcasting licences.

An advertising agency or an associate of an advertising agency	No	
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Details of applications, licences and sanctions

2.17 Is the applicant (i.e. the body corporate that will hold the licence) a current licensee of Ofcom?

Yes

If yes, please provide the licence details expanding the table if necessary:

Licence number	Name of multiplex
LRSL104728B A	107.3 Plymouth

2.18 Has the applicant (i.e. the body corporate that will hold the licence) held an Ofcom broadcasting licence before?

Yes

If yes, please provide the details expanding the table if necessary:

Licence number	Name of service or multiplex
LRSL104728BA	Hospital Radio Plymouth - 107.3

2.19 Has anyone involved in the proposed service held an Ofcom broadcasting licence or been involved in an Ofcom-licensed broadcast service before?

Yes If yes, please provide the details expanding the table if necessary:

Dates licence was held or dates of involvement	Licence number (if known)	Name of service or multiplex
	LRSL104728B	

Ongoing	A	Hospital Radio Plymouth

2.20 Does the applicant (i.e. the body corporate that will hold the licence) control an existing Ofcom licensee?

Yes

If yes, please provide the licence details expanding the table if necessary:

Licence number	Name of service or multiplex
LRSL104728BA	Hospital Radio Plymouth

2.21 Is the applicant (i.e. the body corporate that will hold the licence) controlled by an existing licensee or by any person who is connected (within the meaning of Schedule 2 to the Broadcasting Act 1990) with an existing licensee (i.e. as a “participant”)?

No

If yes, please provide the following information, expanding the table if necessary:

Licence number	Name of service or multiplex
N/A	

2.22 Has the applicant – or any person(s) controlling the applicant - made any other application to Ofcom (or its predecessor broadcast regulators – the Independent Television Commission and the Radio Authority) for any licence which has since been surrendered by the licensee or revoked by Ofcom (or one of its predecessor regulators)?

No

If yes, please provide the following information, expanding the table if necessary:

Licence number	Name of service or multiplex
N/A	

2.23 Is the applicant – or any person(s) controlling the applicant - subject to any current or pending investigation by any statutory regulatory or government body in the United Kingdom or abroad in respect of any broadcast-related matter?

No

If yes, please provide the following details expanding the table if necessary:

Licence number (or equivalent)	Name of service or multiplex	Details of the investigation

N/A		
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2.24 Has the applicant – or any person(s) controlling the applicant – ever been subject to a statutory sanction for contravening a condition of a broadcasting licence in the UK or any other jurisdiction?

No

If yes, please provide the following details relating to each sanction expanding the table if necessary:

Licence number (or equivalent)	Name of service or multiplex	Nature of the breach	Sanction imposed	Date sanction imposed
N/A				

2.25 Has the applicant – or any person(s) controlling the applicant – ever been convicted of an unlicensed broadcasting offence?

No

If yes, please provide the following details:

Full name	Date of conviction/action (dd/mm/yy)	Penalty
N/A		

2.26 Please provide any further information you hold, relating to the past conduct of the applicant or those individuals listed, in regulatory matters or in matters going to honesty and/or compliance, which may be relevant to Ofcom's consideration of whether or not the applicant is fit and proper to hold a broadcast licence. If the applicant or the form signatory fails without reasonable excuse at this point to declare any matter of which Ofcom subsequently becomes aware, and which we do consider to be relevant to the applicant's eligibility to hold a licence, we will take it into account in determining the question of whether the applicant/licensee remains fit and proper to hold a licence.

If you have no information to provide, please respond "N/A".

N/A

3. The proposed service

About this section

This section asks you to describe your proposed service, including the Key Commitments you propose to include in your licence. This includes your service name, multiplex name and character of service, in addition to standard commitments that all C-DSP licensees need to abide by. Holders of an existing analogue community radio licence to be a simulcast on the proposed C-DSP service can replicate the existing analogue key commitments as it is our expectation that the key commitments for simulcast services are to be in keeping with one another. If a licence is granted, the information you provide in this section will be used to form the basis of the annex to your licence. You will only be authorised to broadcast what is detailed in the annex of the licence.

In this section, you will also need to set out how your service will provide social gain, community participation and how you will be accountable to the target community. This is in line with statutory requirements for the granting of C-DSP licences. **The information provided in this section is also the basis on which decisions are made.**

If you hold, or intend to hold, multiple C-DSP licences, the answers given in this section and the intended delivery of your Key Commitments must apply to the locality in which your proposed service will broadcast (as set out in the Draft Key Commitments in this application form).

Your proposed service and target community

3.1 What is the proposed service name?

Hospital Radio Plymouth

3.2 On which radio multiplex service do you intend to broadcast? If the relevant radio multiplex licence has not yet been awarded, please state the name of the area that the multiplex service is intended to cover, as defined in the multiplex licence advertisement.

Plymouth

3.3 Where is your proposed studio located? Please note that this must be located within the coverage area of the small-scale radio multiplex service identified in answer to 5.2 (or

the advertised area for a small-scale radio multiplex service that has not yet been awarded).³

Bircham House, William Prance Road, Plymouth, PL6 8DH

3.4 If the proposed service is a simulcast or corresponding service of an existing licensed radio service, please list that below and provide the licence number.

N/A

3.5 What is the target community of the service? Please include the geographical area that you wish to serve in addition to the interests or characteristics that define your target community. The area you wish to serve must be geographically located within the coverage area of the radio multiplex service on which you intend to broadcast. **Answer in fewer than 400 words.**

Hospital Radio Plymouth has been serving patients and staff at Derriford Hospital since 1969. Originally on the hospital's internal entertainment service, we now broadcast on 107.3FM to a small area around the hospital.

A registered charity, our station has been run entirely by volunteers for more than half a century. We provide a comprehensive service of music and entertainment, and keep patients informed of things happening in their community, such as local sports and art. We have interviews with performers at the Theatre Royal Plymouth. We have match commentaries from Plymouth Argyle. We have request shows and include every request that is made.

The advent of small-scale DAB radio into Plymouth means we have the opportunity to keep patients in closer contact with friends and family. Rather than reaching a very small area around the hospital, our service will cover much of the Derriford Hospital catchment area. It also means that our programmes for people receiving care outside the hospital, such as outpatients, or people in residential and care homes, will be able to hear news and information relevant to them.

Among our objectives are to help our audience stay healthy and independent; provide entertainment and information; and to keep people in contact with one another. A broader

³ If you propose to provide your service on a local, rather than a small-scale, radio multiplex service, there is no requirement for your studio to be located within the licensed area of that local radio multiplex service.

reach through DAB helps here too. We can cover health initiatives and projects from the NHS Trust or Plymouth Council. Services such as alcohol or drug advice, healthy eating, exercise and wellbeing will all get greater coverage by being broadcast to a wider area.

3.6 How will you ensure that your proposed C-DSP service is run on a not-for-profit basis? Please give details of specific measures or arrangements in place to ensure this, and how any profit will be wholly and exclusively used for securing or improving the future provision of the service, or for the delivery of social gain. **Answer in fewer than 400 words.**

Hospital Radio Plymouth is an established charity that does not exist to make profit. It has no shareholders, pays no dividend and has no employees. The trustees, who are elected by the members, ensure the finances of the charity are run on a not-for-profit basis. Trustees may co-opt others with specific skills where required, such as financial or legal services so that we have the knowledge base to work in the best interests of the charity.

Social gain

3.7 What community benefits will your service bring to your target community(ies) and, if applicable, the general public. Please include summaries of evidence to support your answer, including details about other organisations you intend to work with. **Answer in fewer than 500 words. Please do not provide names of individuals in your answer.**

Hospital Radio Plymouth exists to brighten the lives of patients at a time when they have to be away from family and friends. No one chooses to be in hospital, but what we can do is make the time a little happier. We also share news and information about health and services that are relevant to patients and staff. With small-scale DAB, we can involve the wider community, and keep families in contact with patients.

As well as providing a radio service, we undertake ward visits and meet patients and staff in person. We work with other local groups to get information on air; including through the covid crisis where, although broadcasting remotely, we continued a schedule of programme at a time of great difficulty.

We promote specific health initiatives through the year, including interviews with relevant professionals. With a wider transmission area on DAB, we will be able to involve more GP surgeries, care and residential homes, social enterprises and third sector organisations, to

benefit patients, staff, families and friends.

In 2016, a survey by the Hospital Broadcasting Association (HBA) found that stations such as ours benefit patients by reducing boredom, loneliness and anxiousness, and improving health and wellbeing awareness.

Hospital Radio Plymouth provides other social gain benefits too. We provide meaningful volunteering opportunities for people who want to develop new skills or use existing one to

benefit others. We are a proven way of building confidence and social interactions. We have started the careers of people who began as volunteers and who have gone on to great

success such as local broadcasters Justin Leigh, the late Gordon Sparks and ITV presenter Phillip Schofield.

3.8 Please summarise how your service will facilitate discussion and the expression of opinion.

Answer **in fewer than 200 words**.

Although predominantly music-based, Hospital Radio Plymouth's programmes include content about things going on in the hospital's catchment area, which includes a large part of Devon and Cornwall, including the whole of the Plymouth small-scale DAB area. We provide updates and information about Derriford Hospital's services and health-related matters. Although broadcasting from the homes of our volunteers during the pandemic, we

provided lots of content about covid, for example.

We are well connected with health service providers around the area, receiving their press releases and communicating key points. We would expect to cover more as our transmission area expands due to DAB, including travel news in the area around the hospital, which is a particularly busy part of the city.

We also broadcast commentary from Plymouth Argyle and cover other sports such as Plymouth Albion RFC, Plymouth Gladiators speedway and Plymouth City Patriots basketball.

We cover other key events in the city, such as Armed Forces Day, Santa Run and Plymouth marathon.

We invite listeners to comment on our content through our website and our studio phone line and text service.

3.9 How will you ensure that members of your target community(ies) can gain access to the

facilities used to provide your service, and receive training in using these? In particular, please set out how this will be done practically, formally and/or informally. **Answer in fewer than 400 words.**

Membership of Hospital Radio Plymouth is open to people aged 18+, and we invite people to join us who wish to develop broadcasting, technical or communications skills, or who wish to help out at events or ward visits, help us promote the service or get involved in fundraising.

For those who wish to present programmes, we provide training to use our studios, which include industry-standard digital desks and the RCS suits of broadcast software.

Having been on air since 1969, we have generated a lot of goodwill in the city, including with past volunteers who have gone on to professional broadcast careers. We have regular visits from some of our alumni, which provides great motivation to our team.

We provide an induction programme so that our team is aware of their responsibilities as broadcasters and so that they adhere to the Broadcast Code.

3.10 How will your service provide better understanding of your target community and the strengthening of links within it? **Answer in fewer than 200 words.**

Hospital Radio Plymouth has been established for more than half a century and has strong links with the management of Derriford Hospital and also with the broader community in Plymouth, where we regularly conduct interviews – at sports events or theatres, for example – for incorporation into our programmes.

DAB will allow the station to reach beyond our traditional audience of in-patients at Derriford, and to friends and families of staff and patients; to out-patients; to people in care and residential homes; to anyone who is interested in healthcare provision. Of course, much of our programming is music-based, so we welcome listeners who simply enjoy a great range of music of all genres, presented by people who have a passion for music, for Plymouth and for their community.

3.11 Please summarise the relevant experience of the group or its members in activities related to the provision of social gain or other relevant non-broadcast areas (such as third sector, training or education). **Answer in fewer than 200 words.**

Our volunteers are drawn from all backgrounds; many have years of broadcasting or community/volunteering experience, others are relatively new.

ADD MORE HERE. ANY TRAINING/EDUCATION/CHARITY/HEALTHCARE EXPERIENCE?

Participation

3.12 How do you propose to ensure that members of your target community(ies) are given opportunities to participate in the operation and management of the service?

Answer in fewer than 400 words.

Hospital Radio Plymouth is a charity that has volunteering as a core objective. Anyone over 18 can participate in our service, subject to DBS checks, induction and training. We have many roles; on-air, production, promotion, technical, ward-visiting, fundraising, community

liaison, reporting, administration, finance and legal – and a constant need to bring in new volunteers. The training and experience people gain through participation with Hospital Radio Plymouth has jump-started broadcasting careers, helped people develop new skills, and provided social opportunities too.

Broadcasting on DAB will enable us to reach a wider audience and encourage more people to enjoy the experience that membership of our charity brings.

The organisation is run by trustees, made up of members, giving anyone who participates in the station the opportunity to be involved in its management and strategic direction.

Accountability

3.13 How will members of your target community contact your service and influence its operation? **Answer in fewer than 300 words.**

We already invite patients, friends and families to contact Hospital Radio Plymouth through

our website, social media channels, text line and studio phone number.

Ideas for programmes, content, or views about how we provide the service can be considered by station management, or for more strategic matters, the board of trustees.

In addition to our listeners and members, we are accountable to the hospital trust, which provides our studio base at Bircham House on the Derriford campus. We will continue to maintain our strong links with the trust, as we have with it and its predecessors since 1969.

We have regular fundraising events at which we gain feedback on the service. We also hold an AGM where our members are updated on the financial position, strategy and future development of the charity.

3.14 How will suggestions and/or criticisms from members of your target community(ies) be considered and acted upon? **Answer in fewer than 300 words.**

Relatively trivial criticisms – such as someone disliking a song, or a point of view – and which arrive into the studio text/Twitter inbox or phone line are dealt with by presenters, who can choose to mention or ignore the comment. The text/Twitter feed is monitored by a member of the management team daily.

More meaningful comments or criticisms are considered by the management team and trustees at our regular meetings. We always respond directly to the correspondent in such cases. We also discuss feedback we receive when we are on wards, speaking with staff, or at fundraising events.

Feedback from members is also discussed at our management/trustees' meetings. All volunteers can take part in general meetings, can vote for trustees and become trustees themselves if they stand for election.

Draft Key Commitments

Below is an example of the licence annex where the Key Commitments appear. Should a licence be awarded, the entries you provide below will form the Key Commitments section of your licence. Holders of a community radio analogue licence that is to be simulcast, or a corresponding service, are expected to provide key commitments that are in line with their existing service(s). As such, applicants may refer to the existing key commitments of the relevant simulcast or corresponding service(s) to ensure that the draft below is in line with those of the existing service(s).

Please provide entries where specified in **BOLD** below. The information you enter here should reflect your answers to Sections 3 and 4 of the Part A of your completed Application Form. This will form the basis of your Key Commitments alongside the mandatory text in italics. Do not amend the text in italics as every service is required to comply with these requirements, but the details of how each service does so do not need to be included in the Key Commitments.

ANNEX TO LICENCE

1 **LICENSED SERVICE NO** tbc

Licensed Service	Service Description	Transmission Schedule	Multiplex
Hospital Radio Plymouth	Hospital Radio Plymouth <i>is a radio service intended to serve</i> Inpatients, outpatients, staff and friends and family of people using healthcare services in Plymouth in general and at Derriford Hospital in particular Plymouth and the surrounding area	Available 24-hours a day, but generally 12 hours are automated	Plymouth§

C-DSP licence: Application form (Part A)

	Hospital Radio Plymouth serves patients and staff, and their families and friends, who use or work at Derriford Hospital in particular, but also other healthcare services in Plymouth and the surrounding area. <i>The studio of the Licensed Service is located within the coverage area of the Small-Scale Radio Multiplex Service identified above (n.b. the Licensee will not be in breach of this requirement if an existing studio ceases to fall within the coverage area merely as a result of technical changes to the Small-Scale Radio Multiplex Service outside the control of the Licensee).</i> <i>The Licensed Service shall have the characteristics of a Community Digital Sound Programme Service as set out in the 2019 Order and, in so doing, shall achieve the following objectives:</i> • <i>the facilitation of discussion and the expression of opinion,</i> • <i>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</i> • <i>the better understanding of the particular community and the strengthening of links within it.</i> <i>Members of the target community shall contribute to the operation and management of the service.</i> <i>The service shall have mechanisms in place to ensure it is accountable to its target community in the specific area or locality.</i>		
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4. Compliance of the service

About this section

This section asks you to describe the compliance arrangements for the proposed licensed service, i.e. the arrangements which the applicant will put in place to ensure that the content it proposes to broadcast will comply with the relevant regulatory codes and rules for programming and advertising. These include:

- The Ofcom Broadcasting Code
- The BCAP Code: the UK Code of Broadcast Advertising
- The Phone-paid Services Authority Code of Practice

Condition 17 of a C-DSP licence requires that you have compliance procedures in place, and this section asks that you demonstrate your ability to meet this licence condition.

Before completing this section of the form you should read Section 4 of the [C-DSP guidance notes](#), where you will also find links to the codes and rules listed above.

4.1 Please give details of all compliance training (including dates) the person named in response to either question 2.3 or 2.5 in Part B (i.e. the individual who holds overall responsibility for compliance of the service) has received in the relevant codes and rules (for example, those referred to in the box at the start of this section).

As an Ofcom FM licence-holder, Hospital Radio Plymouth takes its compliance responsibilities seriously, with our station manager ultimately responsible for compliance management. The role reports to the trustees of the charity.

Our volunteer team includes experienced broadcast professionals who are equally knowledgeable about compliance.

We regularly review Ofcom's broadcast bulletins to keep abreast of case studies. We share many of the lessons with our volunteers.

We retain recordings of all output for at least 42 days.

We do not use premium phone lines.

For any on-air advertising or sponsorship content, we will comply with the BCap Code.

4.2 Please give details of any practical compliance experience (including dates) the person

named in response to either question 2.3 or 2.5 in Part B (i.e the individual who holds overall responsibility for compliance of the service) has with respect to the relevant codes and rules.

TO ADD

Hospital Radio Plymouth adheres to the standards of the Broadcast Code in its entirety. We hold induction sessions with new volunteers, which includes compliance awareness training.

In our regular station meetings with our members, the station manager covers issues such as complaints handling (in the very rare event that we have a meaningful complaint), rules during election periods, sensitivities around obituaries or health scares, including the dangers of inadvertently covering misinformation (during the pandemic, for instance), and advertising and promotion regulations.

As participants in an application for the Plymouth small-scale multiplex, we are part of a team including a newspaper publishing group, Clear Sky, and commercial radio station Radio Exe, and hence have access to partners who are also well-versed in broadcast and advertising compliance, and in broader media law.

4.3 For each role within your compliance team please provide job title and a brief description of the functions of the role specific to ensuring compliance of the proposed service. Please do not give names of individual members of staff – this question relates to job roles rather than currently employed individuals.

TO ADD

The station manager has overall responsibility for compliance, reporting to the trustees of the charity. This role encompasses compliance awareness training at inductions, regular briefings on compliance at programming team meetings, and distributing relevant compliance case studies from Ofcom's Broadcast Code and the ASA's fortnightly bulletin. The role involves regular output monitoring, and feedback sessions with on-air volunteers.

We have detailed on-air presenter guidelines, which heavily reference compliance issues.

The engineering manager, a member of the management group, is responsible for the logger, ensuring we keep recordings for at least 42 days.

Our compliance process is outlined in a document attached to this application.

4.4 How does the applicant intend to formally train staff in compliance procedures? Please include details of the compliance training that will be given to those responsible for live programming, including compliance staff, presenters and producers.

Our volunteer induction programme includes general compliance awareness.

Our on-air guide provides summary details of the main codes.

We provide links to the BCAP Code and Broadcast Code to all volunteers when they join us. We encourage them to read Ofcom's Broadcast Bulletins and the ASA Published Rulings.

We have regular volunteer meetings, during which we emphasise our values, aims, our target audience and the importance of adhering to all relevant laws and guidelines, including the Broadcast Code.

4.5 Will the training described in response to question 4.5 be mandatory for all staff and volunteers? If not, outline who will receive it.

Yes, every member of Hospital Radio Plymouth is required to undertake compliance awareness training, and participate in group meetings in which compliance is a regular topic.

4.6 It is a licence requirement that a licensee must ensure that all programming on its service (broadcast at any time of the day or night) complies with Ofcom's codes and rules (e.g. Ofcom's Broadcasting Code, which sets requirements on standards to be observed in programme content for the protection of the public).

- a) Set out in detail below the systems the applicant intends to have in place to ensure it will be able to comply with the codes and rules when the service is broadcasting live content. Your response should include details of what you will do to prepare presenters and guests pre-broadcast and the process for ensuring that any non-complaint content is dealt with swiftly during the broadcast.

As outlined above, all volunteers undertake compliance awareness training as part of their induction.

They receive on-air guidelines and links to the Broadcast Code and BCAP Code to supplement the induction.

Our database of music has been checked for compliance.

As a music station, with volunteers who are all adults, we do allow presenters and producers to choose their own music. It is a condition of on-air volunteering that all tracks must have been listened to off-air before broadcast for compliance reasons.

All new music uploaded to our database will be provided by record labels or reputable sources known to us, and will not be sourced from streaming services.

We do some live interviews. We always brief guests about the nature of the interview and request that they must not swear, for example.

We make sure our presenters are aware of their obligations to spot any non-compliant content that slips through our processes; to apologise at the earliest opportunity, where appropriate, and to alert the station manager.

- b) Set out in detail below how the applicant intends to ensure that pre-recorded material will comply with Ofcom's codes and rules. Pre-recorded content could include, for example, material obtained from, or streamed from, third party sources as well as content produced by the licensee.

We pre-record some interviews which we try to record 'as-live' with our presenters keeping to the same standards outlined in the Broadcast Code.

As noted above, all new music uploaded to our database will be provided by record labels or reputable sources known to us, and will not be sourced from streaming services.

- 4.7 Please set out how you will ensure ongoing compliance with your Key Commitments that relate to what you will broadcast on the station, including how you will monitor that these are being delivered e.g. who will be responsible for monitoring this, how often will they monitor it, how you ensure this information is published.

Hospital Radio Plymouth's station manager is responsible on an operational basis for ensuring we meet our key commitments. Outlining those key commitments, and how our members can ensure we deliver them, will be introduced into our induction process and be a regular item in our station meetings.

We will also keep logs of interviews to ensure we fulfil our promises about health and

wellbeing content.

The station manager will keep trustees abreast of our performance against the key commitments, and the trustees will sign off the annual declaration to Ofcom.

- 4.8 Please set out how you will ensure ongoing compliance with your Key Commitments that relate to the station's off-air social gain activities, including how you will monitor that these are being delivered e.g. who will be responsible for monitoring this, how often will they monitor it, how you ensure this information is published.

We already keep track of ward visits, volunteer and recruitment details, and details of our fundraising and promotional activities. Our station manager, who is responsible on an operational basis for ensuring we meet our key commitments, will keep a log of off-air social gain activities. These activities will be reviewed at least quarterly by the trustees. We will report on progress in the annual declaration to Ofcom.

- 4.9 What language(s) does the applicant intend to broadcast in?

English

- 4.10 For each language listed in response to question 4.9 please provide details of how many compliance team member(s) are fluent in each language and will be responsible for ensuring that content broadcast in that language complies with the Ofcom's code and rules. **Please do not give names of individual members of staff.**

All our members are fluent in English.

5. Declaration

About this section

This form must be submitted by the applicant named in response to question 2.2. An agent may not sign **the form**.

The person authorised to make the declaration on behalf of the applicant must print their name and must be one of the following :

- A director of the company or the company secretary where the applicant is a company.
- A designated member where the applicant is a Limited Liability Partnership.

The declaration must also be dated.

5.1 I hereby apply to Ofcom for the grant of a licence for the community digital sound programme service described above and declare that the information given in this application form is, to the best of my knowledge and belief, correct.

5.2 I further declare and warrant:

- a) that I am not a disqualified person within the meaning of that expression as defined in Part II of Schedule 2 to the Broadcasting Act 1990, as amended, or as a result of a disqualification order under Section 145 of the Broadcasting Act 1996;
- b) that having made all reasonable enquiries neither the applicant nor any person controlling the applicant, as a result of the grant to me of the licence, breach any requirement of Schedule 14 to the Communications Act 2003 with regard to the accumulation of interests in broadcasting services or to the restrictions on cross-media interests; and
- c) that the applicant is not disqualified by virtue of the provisions of section 143 (5) of the Broadcasting Act 1996 in relation to political objects and the provisions of section 144 (3) of the Broadcasting Act 1996 in relation to the provision of false information or through the withholding of information with the intention of misleading Ofcom; and
- d) that no director or person concerned directly or indirectly in the management of the applicant is subject to a disqualification order as defined by section 145 (1) of the Broadcasting Act 1996.

5.3 I understand that Ofcom reserves the right to revoke the licence (if granted) if at any time any material statement made to Ofcom is found to be false and to have been by the applicant or any member or officer thereof knowing it to be false. I also understand that under sections 144 and 145 of the Broadcasting Act 1996, the provision of false information could incur a criminal conviction and a disqualification from the holding of a Broadcasting Act licence. I further certify that, to the best of my knowledge, any matters

which might influence Ofcom's judgement as to whether the directors and any other individuals and/or

bodies corporate with substantial involvement in this application are fit and proper persons to participate in a radio licence, have been made known to Ofcom.

Full name (BLOCK CAPITALS) of the applicant or person authorised to make the application of behalf of the applicant:

KEITH JOLLEY

Date of application:

16/11/22

I am authorised to make this application on behalf of the applicant in my capacity as (**delete as appropriate**):

Company secretary / company director / designated member (in the case of a Limited Liability Partnership)

You also need to complete the confidential section (Part B) of the application form