

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):

RADIO DIAMOND CIC

Proposed service name:

RADIO DIAMOND

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)

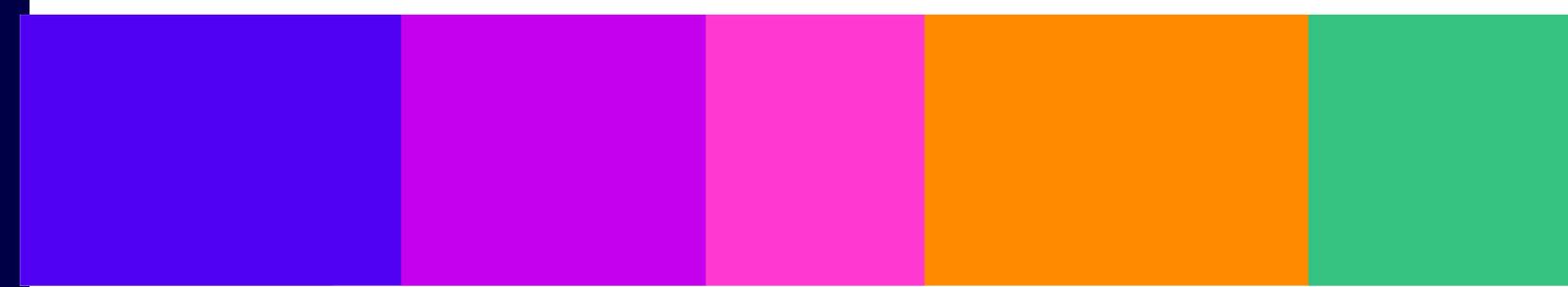
Manchester and Salford

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

Theresa Douglas, 132 Claremont Road, Manchester, M14 4RT.

07967336021

info@radio-diamond.com

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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

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

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.

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.

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.

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).

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

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.

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

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.

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).

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.

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

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

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.

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):

Radio Diamond CIC

2.2 Company registration number stated on Companies House:

16319309

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:

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

✓ Yes No

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	Theresa Douglas
Job title	Director
Address	132 Claremont Road, Manchester, M14 4RT
Telephone	0161-312 1548
Mobile	07967336021
Email	info@radio-diamond.com

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

<https://radio-diamond.com/>

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.

We have an established studio, broadcasting online and through partnerships. Funding will come from:

- **Local authority grants and community funding.**
- **Sponsorships and local advertising (within Ofcom rules).**
- **Training workshops and events (e.g., Youth Talent Competition).**
- **In-kind support from community partners.**

We also have a business continuity plan and technical support arrangements in place.

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
Theresa Douglas	132 Claremont Road, M14 4RT	UK	N/A	Operations Manager
Yvonne McIntosh	132 Claremont Road, M14 4RT	Uk	N/A	CEO
Kim Barnwell	132 Claremont Road, M14 4RT	UK	N/A	Program Manager/Trainer
Yolanda Blades	132 Claremont Road, M14 4RT	UK	N/A	Marketing and Sales Manager

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 pro-posed)	Number of shares	Total investment (£s)	Total investment (%)	% of voting rights
N/A				

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

Comments

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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 the 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				
Comments				
Company does not offer shares				

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 / No	Please state who is involved; the name of the body/individual/agency they are involved with; and the extent of their involvement
a) A local authority	No	
b) A body whose objects are wholly or mainly of a political nature, or which is affiliated to such a body	No	
c) A body whose objects are wholly or mainly of a religious nature; ²	No	
d) An individual who is an officer of a body falling within (b) or (c);	No	
e) 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	
f) An advertising agency or an associate of an advertising agency	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.

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 No

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

Licence number	Name of multiplex
N/A	

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

Yes No

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

Licence number	Name of service or multiplex
DP102093BA/2	Not sure as Owner passed away and wife surrendered the licence.

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 No

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

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

Yes No

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

Licence number	Name of service or multiplex
N/A	

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”)?

Yes 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)?

Yes 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?

Yes 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		

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?

Yes 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?

Yes 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 simul-cast 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?

Radio Diamond

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.

Manchester and Salford

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

132 Claremont Road, Manchester, M14 4RT

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.

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.**

Radio Diamond CIC serves the diverse communities of **Manchester and surrounding areas**, with a particular focus on **inner-city neighbourhoods** within the coverage area of the Manchester small-scale DAB multiplex. Our primary geographical target includes areas such as **Moss Side, Hulme, Longsight, Cheetham Hill, Moston, and parts of Salford**—communities that often face social and economic disadvantage.

Our target community is defined by shared **social characteristics**, particularly those affected by poverty, inequality, poor health outcomes, and limited access to mainstream media platforms. Many residents are from **African-Caribbean, South Asian, and other ethnic minority backgrounds**, and there is a high proportion of **young people, single-parent households**, and individuals experiencing **chronic pain, mental health challenges, or long-term unemployment**.

Radio Diamond provides a vital platform for voices and stories that are underrepresented in traditional media. Our service supports cultural expression, education, health awareness, and community cohesion. We also cater to **older residents** who are often isolated, as well as **young people** seeking creative outlets, skills development, and mental health support.

By focusing on the strengths and needs of Manchester's diverse communities, we aim to uplift, connect, and empower local people. Radio Diamond is more than a radio station—it is a **community hub**, championing equality, inclusion, and opportunity through accessible and engaging programming.

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.**

Radio Diamond CIC is registered as a **Community Interest Company (CIC)**, which legally binds us to operate on a **not-for-profit basis**. As a CIC, we have a formal **asset lock** in place, which means that all profits must be reinvested in achieving our community objectives and cannot be distributed to individuals or shareholders.

Our governing documents, including our **CIC Articles of Association**, clearly outline our commitment to using all income and resources solely for community benefit. We are accountable to both **Companies House** and the **Office of the Regulator of Community Interest Companies**, which provides an added layer of transparency and assurance.

To ensure the service remains not-for-profit:

- We maintain **clear financial records** and produce **annual accounts** that are independently examined and publicly available.
- Any surplus revenue generated through grants, sponsorship, fundraising, or training activities is **reinvested into the station**—supporting volunteer development, upgrading equipment, and expanding outreach.
- We have a **volunteer-led model** with no private ownership or personal financial gain.
- Strategic decisions are made by a **board of directors** who act in accordance with our social purpose and governance policies.

Funds will be used to:

- Expand training and media workshops for disadvantaged young people and adults.
- Improve broadcast quality and accessibility (e.g., mobile apps, podcasting, community languages).
- Deliver more community outreach and events, such as mental health awareness sessions, youth talent showcases, and health information campaigns.

By operating as a CIC and embedding social gain into our organisational structure, we are committed to using every penny to benefit the communities we serve and sustain the long-term future of Radio Diamond.

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.

Radio Diamond CIC will deliver measurable social gain by empowering underserved communities across Manchester, particularly in areas such as Moss Side, Hulme, Moston, Cheetham Hill, and Longsight. Our target communities include African-Caribbean and South Asian populations, young people, seniors, individuals living with chronic pain or mental health issues, and those facing social isolation or unemployment.

Our service provides the following key benefits:

Skills Development-We provide free media training in presenting, editing, and production to local people, including those who have never worked in radio or media. Our programmes boost confidence, build transferable skills, and support progression into employment, education, or volunteering. We collaborate with local education facilities, job support providers, and youth groups to offer these opportunities widely.

Health and Mental Well-being-Our shows tackle issues such as mental health, chronic pain, and loneliness through open discussion, lived experiences, and interviews with local organisations. We promote wellbeing through culturally sensitive content and provide signposting to health and community services. By featuring voices from the community, we help reduce stigma and isolation.

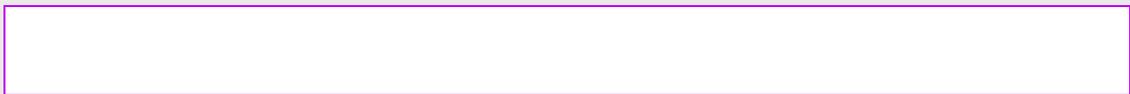
Representation and Inclusion-We celebrate cultural identity through music, discussion, and storytelling that reflect the lived experiences of our diverse audience. By broadcasting in different dialects and spotlighting local issues, we give a voice to communities often excluded from mainstream media.

Community Connection and Empowerment-Radio Diamond strengthens community ties by promoting local events, campaigns, and services. Our platform helps residents stay informed and feel more connected. We also invite community members to co-produce content, ensuring our output stays relevant and impactful.

Youth Empowerment-Through initiatives like our Dex Factor talent show and youth-led radio segments, we engage young people in creative expression and provide mentorship opportunities. These activities build self-esteem, reduce antisocial behaviour, and encourage leadership.

Evidence and Partnerships-We have longstanding working relationships with local community groups such as Fathers Against Violence (FAV), Manchester city council neighbourhood teams The Great British Clean up, health advocates such as Dr Illan Lieberman Specialist in chronic pain, “Walnut Initiative” prostate cancer awareness, education providers “Manchester School of Architects, and food banks partners “Nigerian Centre”, and “” who refer individuals to us for training, support, and engagement. Feedback from our listeners and partners confirms our positive impact on mental health, personal growth, and community cohesion.

Radio Diamond CIC is rooted in the needs of the people we serve. By combining accessible media with community action, we deliver lasting social value across Manchester’s most underrepresented areas.



- 3.8 Please summarise how your service will facilitate discussion and the expression of opinion.
Answer in fewer than 200 words.

Radio Diamond CIC is committed to providing a platform where diverse voices can be heard, respected, and valued. Our programming includes live talk shows, community forums, and youth-led discussions that encourage open dialogue on local issues, health, identity, culture, and social change.

We invite listeners to participate through call-ins, messages, and social media, ensuring real-time interaction and inclusivity. Programmes are co-produced with community members, giving them ownership over the topics that matter to them most. We work with local organisations to bring in a range of perspectives, including experts and those with lived experience.

We also create space for debate and constructive conversation, especially around sensitive topics such as mental health, race, inequality, and chronic illness. Our presenters are trained to facilitate respectful dialogue and provide balanced representation.

By giving a voice to the voiceless, Radio Diamond helps residents feel heard, empowered, and connected to the wider community.

- 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.**

Radio Diamond CIC is committed to being an open door, accessible community platform. We actively encourage members of our target communities—including young people, ethnic minorities, older adults, and those facing disadvantage—to get involved in all aspects of station activity, from presenting to production and administration. Our studios are based in a central location in Manchester, accessible by public transport and fully inclusive to people with mobility needs. We offer flexible hours, allowing people to access the facilities during evenings and weekends. We also support remote access for those with health or mobility issues, providing digital tools for editing and broadcasting from home. We provide **free structured training** in areas such as presenting, audio editing, podcasting, interview techniques, and compliance. Training is delivered by experienced volunteers and media professionals in small groups or one-to-one sessions, depending on individual needs. For those who need extra support, such as people with learning difficulties or low confidence, we offer **informal mentoring** and peer support. Participants can learn at their own pace, with ongoing guidance as they build confidence and skills. We promote training and volunteering opportunities through local community centres, youth organisations, food banks, and faith groups. We also attend local events to connect directly with residents and offer taster sessions that introduce people to radio in a friendly, low-pressure environment. After initial training, participants are supported to produce or co-host shows, volunteer behind the scenes, or help with community engagement. Some progress into regular presenter roles, while others contribute to outreach, admin, or technical support. All involvement is recognised and valued.

By removing barriers to access and offering practical, tailored support, Radio Diamond ensures that local people—especially those traditionally excluded from media—can take part, gain confidence, and make a meaningful contribution to our service.

[Empty text box]

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.**

[Empty text box]

Radio Diamond CIC fosters better understanding and strengthens community links by amplifying local voices and reflecting the diverse experiences of our target communities. Our programming highlights key issues such as mental health, cultural identity, and social challenges, creating a platform for open dialogue.

We collaborate with local organisations, education facilities, and youth groups to share resources, promote services, and encourage community participation. This helps build trust and fosters a sense of belonging. By featuring local leaders, artists, and activists, we showcase the positive contributions of individuals and groups often underrepresented in mainstream media.

Our community-driven approach—through live discussions, listener feedback, and local events like Manny’s Got Talent—encourages collaboration, breaking down barriers between different age groups, cultures, and backgrounds. This approach helps residents connect with one another, enhances mutual understanding, and promotes shared goals for the future.

[Empty text box]

[Empty text box]

Participation

- 3.11 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.**

Radio Diamond CIC is deeply committed to involving our target communities in the operation and management of the station. We believe that local people should have a direct role in shaping the service to ensure it reflects their needs, interests, and aspirations. **Volunteer Opportunities**-We provide numerous volunteering opportunities across different areas of radio production, including presenting, technical support, content creation, administration, and community outreach. Volunteers are given meaningful roles based on their skills and interests, and we ensure that these opportunities are accessible to people of all backgrounds, particularly those from disadvantaged communities. **Advisory and Steering Groups**-To ensure active involvement in decision-making, we establish **community advisory groups** and invite members from our target communities to join. These groups meet regularly to provide input on station policies, programming content, and outreach strategies. This formal channel ensures that the voices of community members are heard and directly influence the direction of the service. **Training and Mentorship**-Through comprehensive training programmes in radio and media production, we equip community members with the skills needed to take on leadership roles within the station. We also provide **mentorship** to support personal development and help individuals progress into more responsible positions, such as assistant producers or coordinators. **Open Feedback and Consultation**-We have established informal and formal mechanisms for **community feedback**, including surveys, open meetings, and focus groups. These allow members to share their thoughts on station operations and suggest improvements. We also host **community forums** where anyone can voice their opinions and contribute to the station's development. Through these initiatives, Radio Diamond ensures that the communities we serve not only benefit from the service but also have a meaningful role in shaping its future.

Accountability

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

Radio Diamond CIC ensures that members of our target community can easily contact us and actively influence the operation of the station through multiple accessible channels:

Phone & Email: A dedicated phone line and email address and text platform are available for community members to share feedback, ask questions, and engage with the service. **Social media:** We are active on platforms such as Facebook, Instagram, and Twitch and Ticktock, providing a space for listeners to comment, message, and interact with the station in real-time. **Website:** www.radio-diamond.com, Our website includes contact forms and feedback sections, making it easy for the community to reach us with suggestions or concerns. **Surveys & Feedback Forms:** We distribute **surveys** and feedback forms to collect input on programming, events, and services. This ensures that we stay responsive to the needs and preferences of our target audience.

Community members are invited to participate in **advisory groups**, where they can provide ongoing input into programming decisions and help shape the direction of the station.

These channels ensure that Radio Diamond CIC remains community-focused, responsive, and inclusive of the voices we serve.

Radio Diamond CIC values feedback from our target communities and ensures that all suggestions and criticisms are treated with respect and consideration. We have a clear process for gathering, reviewing, and acting on input from community members: **Accessible Feedback Channels**-Community members can share their thoughts through various accessible channels, including phone, email, social media, our website's feedback forms, and during community forums. We also encourage listeners to provide input during live broadcasts. **Regular Monitoring of Feedback**-All feedback is regularly reviewed by our **programming team** and **community advisory groups**. We analyse the input to identify recurring themes or concerns, ensuring we understand the full scope of the community's needs and expectations. **Transparent Response**-We commit to providing **timely responses** to all suggestions and criticisms. This may involve acknowledging concerns directly, offering explanations, or informing community members of any changes made as a result of their feedback. For more complex issues, we hold open meetings to discuss potential solutions. **Action on Feedback**- When suggestions or criticisms are actionable, we implement changes promptly. This can involve adjusting programming, improving accessibility, or providing additional services. We keep the community informed of any changes made and encourage continuous dialogue to ensure improvements align with their needs. **Continuous Improvement**-We view feedback as an essential tool for **continuous improvement** and work to create a responsive, community-led service that evolves in line with the needs of our listeners.

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

LICENSED SERVICE NO tbc

Licensed Service	Radio Diamond (the on-air name of the programme service as in question 3.1 of this application)>
Service Description	<p>Radio Diamond is a radio service intended to serve</p> <p>NOTE: The next 3 headings below are the components of the ‘character of service’.</p> <p>The diverse communities of Greater Manchester, particularly those from Black, African, Caribbean, and other minority ethnic backgrounds, as well as working-class residents, older adults, young people, and individuals experiencing social or economic disadvantage.</p> <p>> in Manchester and Salford</p> <p>< communities that often face social and economic disadvantage. > NOTE: this can be all, or a subset of, the area covered by the radio multiples service described in the next column> (<i>“the target community”</i>) by</p> <p>< Radio Diamond CIC exists to empower underrepresented communities through inclusive broadcasting, cultural expression, and community engagement. We provide a platform for diverse voices, local talent, discussion, and learning—supporting social cohesion, wellbeing, and personal development through music, talk shows, training, and volunteering opportunities.</p> <p>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).</p>

	<p>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:</p> <ul style="list-style-type: none"> • the facilitation of discussion and the expression of opinion, • the provision (whether by means of programmes included in the service or otherwise) of education or training to individuals not employed by the person providing the service, and • the better understanding of the particular community and the strengthening of links within it. <p>Members of the target community shall contribute to the operation and management of the service.</p> <p>The service shall have mechanisms in place to ensure it is accountable to its target community in the specific area or locality.</p>
Transmission Schedule	<p>Original output: A minimum of 8 hours per day. Live content: A minimum of 4 hours per day</p>
Multiplex	<p>< Manchester South small-scale DAB multiplex, (as per the licence advert): as in question 3.2 of this application, specify if small-scale or local multiplex the radio station plans to broadcast on></p>

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 Regulation of Premium Rate Services Order

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).

5. Latest Certified Compliance Training, 4th February 2024. (Theresa Douglas)

5.1 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.

Theresa Douglas has managed Radio Diamond since 2016 on going. Compliance with Ofcom Broadcasting Code, The Cross-Promotion Code, The BCAP Code: the UK Code of Broadcasting and Advertising has always been adhered to. Radio Diamond DJ/Presenters and other staff members have and will continue to have access to all training in compliance and will be updated at regular staff meeting with regards to any changes in legislation, rules, and regulations.

All Volunteers and staff have access to the Radio Diamond Hand Book which contain Policies and Procedures and includes Compliance with Ofcom Rules and Regulations.

5.2 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.

3 staff in compliance team -CEO, Director/Compliance Officer, Staff and Volunteer, program Training and Development Manager

CEO/ Director... Sets Tone for culture of compliance and ethical behaviour.

CEO/ Director ...Oversees the development, implementation, and maintenance of our compliance program.

CEO/ Director ...Ensures adequate resources for compliance efforts.

6. CEO/ Director/, Program/ Training and Development Manager

CEO/Director...regularly review the effectiveness of the compliance program and make necessary adjustment.

7. Director/ Program Training / development manager ...responsible for implementing the boards' compliance vision and strategy.

8. All 3...Key responsibilities are communicating the importance of compliance and ethical behaviour to volunteers and employees.

9. ALL 3...collaborating as a compliance team to develop and enforce policies and procedures.

10. Director/ Program/ Training/ Development manager... Monitor compliance performance and address any identified issues whilst continuing to risk assess and make appropriate adjustments to policies and procedures when necessary.

11. Director/ Program/ Training/ Development manager ...Report compliance progress and concerns to board of directors.

11.1 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.

All staff and volunteers have a period of induction where they will be given one to one training and access to information on our company policies and procedures that are in line with Ofcom codes, rules, and government legislation.

Regular supervision and yearly appraisals will be mandatory for the safeguarding of the volunteers, staff, and company profile.

Quarterly group staff training meetings are held to update any changes to polices and legislation that may affect the roles and responsibilities of the staff members and volunteers.

We operate under the Data Protection Privacy Regulations, keeping all personal data secure and private.

GDPR is adhered to using locked cabinets, encrypted digital emails, and online strong passwords. There are only specific staff members who have access to data for official use only and understand the importance of safeguarding the company and the confidentiality of all personal data.

All Ofcom regs are highlighted to volunteers and staff and are added to the volunteer agreement and staff contracts to safeguard the company as well as each of the staff and volunteers

11.2 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

11.3 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).

-) 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.

At Radio Diamond, we have at least 1 member of the compliance team onsite when DJ/Presenters are going live.

We have the radio on, on site 24/7 as to keep abreast of what the audience is hearing whilst shows are going live.

For pre-records, we have a set of standards and procedures that each DJ/Presenter must adhere to in their volunteer agreements. All prerecorded shows are checked for compliance before being uploaded to the system.

Signage is place inside the studio to reminds DJ's/ Presenters that there is a code of conduct to always adhere to.

If any DJ/Presenter breaks the rules they will be subject to a disciplinary and could lose their slot.

-) 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.

For pre-records, we have a set of standards and procedures that each DJ/Presenter must adhere to in their volunteer agreements. All pre-recorded shows are checked for compliance before being uploaded to the system.

11.4 Please set out how you will ensure the ongoing delivery/compliance of the **on-air** character of service as set out in the Key Commitments. This should be focused on the content you will broadcast on the station.

In your answer, please ensure you include details on each of the following points:

- a) How you will monitor that the character of service is being delivered.
- b) who will be responsible for monitoring this;
- c) how often will they monitor it;
- d) how you ensure this information is published; and
- e) where the information will be published/made publicly available.

Ensuring Compliance with the On-Air Character of Service

a) Monitoring the Character of Service:

Radio Diamond CIC will regularly review its programming to ensure it aligns with the Key Commitments, including content type, target audience focus, and social gain objectives. We will track the balance between music, speech, community topics, and live/original output using programme logs, presenter reports, and listener feedback.

b) Responsible Person:

The Station Manager, supported by the Programming Coordinator, will be responsible for monitoring compliance with the on-air character of service.

c) Monitoring Frequency:

Compliance will be monitored **weekly**, with monthly internal reviews of broadcast content and quarterly performance reviews against Key Commitments. Special attention will be given to live and original content requirements, as well as community representation.

d) Ensuring Information is Published:

A summary of our compliance reviews, including highlights of programming, community involvement, and listener engagement, will be documented in quarterly reports.

e) Where Information is Published:

These reports will be made publicly available on our **official website** and highlighted through our **social media channels**. Hard copies will also be available upon request at our studio premises. This ensures transparency and accountability to our listeners and stakeholders.

11.5 Please set out how you will ensure the ongoing delivery/compliance of the **off-air** social gain activities as set out in the Key Commitments.

In your answer, please ensure you include details on each of the following points:

- a) How you will monitor that off-air social gain activities are being delivered;
- b) who will be responsible for monitoring this;
- c) how often will they monitor it;
- d) how you ensure this information is published; and
- e) where the information will be published/made publicly available.

11.5 Ensuring Compliance with Off-Air Social Gain Activities

a) Monitoring Delivery of Social Gain Activities:

We will maintain a structured plan and tracking system for all off-air social gain activities, such as training sessions, community outreach, volunteer engagement, and partnerships with local organisations. Each activity will be logged with outcomes, participant feedback, and how it meets our Key Commitments.

b) Responsible Person:

The **Program/ Training Manager**, in collaboration with the Station Manager, will oversee the monitoring and evaluation of all social gain activities.

c) Monitoring Frequency:

Social gain activities will be reviewed **monthly**, with quarterly assessments to evaluate impact, track outcomes, and identify areas for improvement. A yearly summary will form part of our annual report to stakeholders and funders.

d) Ensuring Information is Published:

All activities and outcomes will be documented and included in a **quarterly community report**, which will include participation figures, training delivered, volunteer engagement stats, and testimonials.

e) Where the Information is Published:

These reports will be published on our **official website**, promoted through our **social media platforms**, and made available at **community events and our studio location**. Printed copies will be provided upon request, ensuring transparency and accessibility for all community members and stakeholders.

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

English

11.7 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 3 of the compliance team are fluent in English and is their 1st language

12. 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.

12.1 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.

12.2 I further declare and warrant:

-) 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;
-) 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
-) 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
-) 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.

12.3 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:

Theresa Douglas

Date of application:

10/04/2025

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](#).