
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):

Prince Bishops Hospital Radio

Proposed service name:

Prince Bishops Hospital Radio

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)

Darlington and Bishop Auckland

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

Prince Bishops Hospital Radio
Bishop Auckland Hospital
Cockton Hill Road Bishop Auckland
DL14 6AD
Tel: 01388 455453
studio@pbhr.org.uk

Publication date: 1 June 2021

Contents

Section

1. Overview	3
2. Applicant's details	6
3. The proposed service	16
4. Compliance of the service	23
5. Declaration	28

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 propriety 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):

Prince Bishops Hospital Radio

2.2 Company registration number stated on Companies House:

Prince Bishops Hospital Radio is a Charitable Incorporated Organisation, registered in England and Wales no: 1202977

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:

Prince Bishops Hospital Radio, Bishop Auckland Hospital, Cockton Hill Road,
Bishop Auckland, Co. Durham DL14 6AD

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

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	Craig Robinson
Job title	Chair
Address	Prince Bishops Hospital Radio, Bishop Auckland Hospital, Cockton Hill Road, Bishop Auckland, Co. Durham DL14 6AD
Telephone	01388 455453
Mobile phone	07740 356409
Email	Craig.robinson@pbhr.org.uk

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

<https://www.pbhr.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.

Income is generated from regular fundraising events, grants, and station sponsorship. Prince Bishops Hospital Radio works closely with County Durham and Darlington NHS Foundation Trust Charity who have provided funding.

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
Craig Robinson	Prince Bishops Hospital Radio, Bishop Auckland Hospital, Cockton Hill Road, Bishop Auckland DL14 6AD	UK	Director - Durham Digital Ltd Director - King James I Academy Ltd	NHS IT Manager
Lindsay McElhone	Prince Bishops Hospital Radio, Bishop Auckland Hospital, Cockton Hill Road, Bishop Auckland DL14 6AD	UK	NA	NHS Staff Nurse
Christopher Nisbet	Prince Bishops Hospital Radio, Bishop Auckland Hospital, Cockton Hill Road, Bishop Auckland DL14 6AD	UK	NA	Civil Servant

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

C-DSP licence: Application form (Part A)

Julie Nisbet	Prince Bishops Hospital Radio, Bishop Auckland Hospital, Cockton Hill Road, Bishop Auckland DL14 6AD	UK	NA	Transformation Manager
Simon Temby	Prince Bishops Hospital Radio, Bishop Auckland Hospital, Cockton Hill Road, Bishop Auckland DL14 6AD	UK	NA	Playout Director
Daniel Pratt (Known as Dennis Duncan)	Prince Bishops Hospital Radio, Bishop Auckland Hospital, Cockton Hill Road, Bishop Auckland DL14 6AD	UK	NA	

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
NA				
Comments				

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
NA	

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
NA		

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
NA		

- 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
NA		

- 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
NA		

- 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
NA				

Comments

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	Yes	Julie Nisbet is employed by Stockton Borough Council as a Transformation Manager.
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	No	
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	
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?

No (delete as appropriate).

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?

No (delete as appropriate).

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

Licence number	Name of service or multiplex
N/A	

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

No (delete as appropriate).

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
N/A		

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

No (delete as appropriate).

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”)?

No (delete as appropriate).

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 (delete as appropriate).

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 (delete as appropriate).

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?

No (delete as appropriate).

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 im- posed	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 (delete as appropriate).

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

C-DSP licence: Application form (Part A)

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?

Prince Bishops Hospital Radio

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.

Darlington and Bishop Auckland

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

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.

Prince Bishops Hospital Radio
Bishop Auckland Hospital
Cockton Hill Road
Bishop Auckland
Co. Durham
DL14 6AD

- 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.**

Prince Bishops Hospital Radio began serving patients and staff at Bishop Auckland Hospital in 1978 and has gradually expanded to cover Darlington Memorial Hospital and The Richardson Hospital in Barnard Castle. The coverage area of these three hospitals sit exactly within the proposed multiplex coverage area

As a registered charity we have been run entirely by volunteers for almost 45 years. We provide a 24 hour service of music and entertainment.

The aims of our charity are to relieve sickness, infirmity and the disabilities attendant amongst persons living in Co. Durham by providing a local broadcasting service for Hospitals, Hospices, Old persons' Homes, and similar institutions. Currently our service is largely restricted to the hospitals as named above. Broadcasting to the licence area population will allow us to further achieve our charitable objectives.

We will continue to provide health, wellbeing, and lifestyle advice in conjunction with the local NHS and similar agencies, promoting a healthier and more fulfilling life. The use of Public Service Information will ensure that we highlight current promotions from the likes of Public Health England and local groups.

We will provide a varied programme schedule which will allow us to engage with our local community throughout the day.

Our on-air content will be complimented by our online and social media channels as well as our unique bedside information screens.

- 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.**

As a Charitable Incorporated Organisation, we are run on a not-for-profit basis. As such we have no shareholders or employees, and our Trustees are voted for by the members. Trustees have a legal responsibility, as outlined in our constitution to act in the best interests of the charity.

Historically, all funds that have been donated or raised have been used to maintain and grow our service. All future funding will be used in the same manner.

Following the Covid 19 Pandemic we have taken additional steps to secure regular sources of income such as a partnership with a local restaurant whereby we hold regular quiz nights and provide the service for other local charities for a pre-agreed donation.

When applying for grants we ensure that the applications are for specific projects for example, The National Lottery provided a grant which enabled us to upgrade our studios ensuring they were accessible for our disabled volunteers.

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.**

In 2016, the Hospital Broadcasting Association (HBA) commissioned an independent research study on the impact of hospital broadcasting on patients' health outcomes, which was subsequently published. Over 250 people, including patients, staff, and hospital radio volunteers, participated in the UK-wide study, which found that hospital radio stations can have a positive impact on patients' psychosocial health outcomes by reducing boredom, loneliness, anxiousness/frustration, disorientation, and depersonalization, while increasing awareness of health and well-being.

As national and local health strategies focus on promoting well-being and treating long-term health conditions in the community, Prince Bishops Hospital Radio's health and well-being objectives align with this strategy by promoting healthy lifestyles and encouraging community involvement. We aim to deliver public benefit to the local population by providing information, signposting services, and supporting organisations that offer health and well-being services. The station provides direct, on-air access to individuals and organisations to promote their messages and encourage community involvement. While the station focuses on improving the health and well-being of the population Darlington and Bishop Auckland it believes that the benefits extend to the population as a whole.

We currently partner with the County Durham and Darlington NHS Foundation Trust, the CDDFT Charitable Trust and numerous local charities and hope to extend this to other local charities and groups who may benefit from our support.

We provide local people with meaningful opportunities to volunteer for our organisation allowing individuals to develop new skills, enhance existing ones and to build confidence and gain social interactions.

We actively engage in community events such as Toft Hill Community Fair and Shildon AFC matches. We also regularly attend and broadcast local music events such as The Soundwaves Community Choir and have broadcast from local events such as Bishop Auckland Food Festival, Proms in the Park and Durham Brass Festival.

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

We have a team of volunteers who visit the wards and departments on a weekly basis who engage directly with our in-hospital audience. We also have a direct telephone line to our studios and can be contacted via email, SMS, and various social media platforms.

All our volunteers live in and around Bishop Auckland and Darlington and have good local knowledge.

We regularly invite guests into our studios to talk about local events, groups, and healthcare services. We also engage with INM who provide guests on a weekly basis to discuss a variety of patient interest topics.

We always encourage engagement and feedback from listeners.

- 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.**

We welcome volunteers from all backgrounds aged 18 and over to join our organisation. Volunteers must undergo an NHS volunteer recruitment process which includes references, criminal record check, appropriate Trust training and local induction.

As a station we offer a number of varied roles to members of the target community from request collecting to presenting to technical support. Opportunities to volunteer are promoted on air, on our website and through our social media platforms. We are also registered with the CDDFT NHS Trust voluntary services who pass volunteer queries to us. While some volunteers may wish to give a significant amount of time each week, we equally welcome those who can only commit to a small amount of time.

As well as the local Trust induction, all volunteers are provided with full training, relevant to their role. This training is delivered by a dedicated training officer, supported by our team of experienced volunteers.

Roles involving broadcasting will receive a specialist training package to ensure that they broadcast within the OFCOM guidelines.

- 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.**

Prince Bishops Hospital Radio has existed as a service since 1978 and as such has built an excellent relationship with the CDDFT NHS Trust management team and an excellent reputation within our hospitals.

We are well known within the local community and are regularly approached to support other local charities and groups with outside broadcasts and events.

Our two studios are based within two local hospitals, both of which serve the entire catchment area of the licence. In addition to our already substantial internet audience small scale DAB will further enable us to extend our reach beyond our traditional in-patient audience to friends and family of staff and patients and to the local 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 Trustees and volunteers have a wealth of experience of running Prince Bishops Hospital Radio for many years. Our six Trustees have over 160 years' experience between them of running PBHR.

Our current volunteers come from a wide range of backgrounds working across several sectors and bring their vast experience and skills to the station. For example, amongst our Trustees we have an accredited trainer, a registered nurse, head of ICT for the NHS and a local government transformation manager.

We have, in the past, been involved with local schools, Scouts and Brownies. We currently broadcast short stories written and narrated by "The Crook Writers Group", regular concerts from the Soundwaves Community Choir and have broadcast local youth theatre groups productions.

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.**

Our organisation is operated entirely by volunteers. Anyone over the age of 18, subject to satisfactory checks and appropriate training, are eligible to become members. We currently have 25 members between the ages of 20 and 80. As part of our induction process all new volunteers must become part of our ward visiting team, for at least 6 months prior to taking on any other role. After this period, any active member can then stand to become part of our management committee, the membership of which is voted for by our volunteers at the annual general meeting.

Our current group of Trustees are all members of the target community and have volunteered for the station for a number of years. We have several volunteers whose sole role is the day to day operation of the station such as technical and administration.

Accountability

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

We actively encourage interaction and feedback from our listeners. Members of our target community can contact us via telephone, email, our website, and our various social media channels. Our phone lines are manned during office hours. We have regular request shows when our volunteers take the time to speak to patients and staff on the ward and bring back any feedback and suggestions they may have.

We have an active presence in the local community which allows us to talk directly to members of the public who may provide comments and suggestions for the station.

In addition to our target community we are accountable to County Durham and Darlington NHS Foundation Trust who provide us with our studios.

Our annual general meeting is held in one of the hospital meeting rooms and is open to members of the public. Since the pandemic this meeting can also be attended via Teams.

- 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.**

Comments and suggestions which come into our studios during the working day will usually be dealt with quickly by a member of our management committee. Any queries of a more complex nature may need to be escalated to the Trustees who would discuss a response as a team.

We have a documented complaints procedure which clearly identifies the steps to be taken to bring the complaint to a satisfactory conclusion.

Any serious matters will be dealt with in line with our safeguarding policies and the policies and procedures of the NHS Trust from whose site we operate from.

Our procedures apply to suggestions and/or criticisms from all sources including our team of volunteers.

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	Service Description	Transmission Schedule	Multiplex
Prince Bishops Hospital Radio	<p>Prince Bishops Hospital Radio <i>is a radio service intended to serve</i></p> <p>Inpatients, outpatients, staff and friends and family of people using healthcare services in</p> <p>Bishop Auckland and Darlington. (<i>“the target community”</i>) by broadcasting a mix of music and speech designed to engage listeners, to reduce social isolation, promote good health and wellbeing and to encourage lifestyle improvements.</p>	24 Hours a day	<i>Darlington and Bishop Auckland</i>

C-DSP licence: Application form (Part A)

	<p><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></p> <p><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></p> <ul style="list-style-type: none"> • <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> <p><i>Members of the target community shall contribute to the operation and management of the service.</i></p> <p><i>The service shall have mechanisms in place to ensure it is accountable to its target community in the specific area or locality.</i></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 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).

We are not currently an Ofcom licenced station, although our policies already mirror the principles of the Broadcasting Code. In the 45 years we have been broadcasting within the hospitals we have not received any complaints which would have breached the Broadcasting Code.

Our programme controller currently works as a playout director for Red Bee Media and previously worked for Trafficlink, broadcasting on commercial and BBC stations. As such he is regularly trained and has significant experience working within the Broadcasting Code.

As a partner organisation of Durham Digital Limited, the local SSDAB MUX operator, we have been offered the assistance of two very experienced broadcast professionals in compliance matters.

- 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.

Our compliance officer has been a volunteer with Prince Bishops Hospital Radio for 18 years and has worked in hospital broadcasting since 1970. During this time, he has held the role of Programme Director and Station Manager and is an experienced broadcaster.

The three Trustees responsible for compliance have a significant amount of experience between them. Our training officer has been a volunteer with Prince Bishops Hospital Radio for 23 years and is a level 4 certified trainer. He previously worked for BBC local radio as a broadcast assistant and knowledgeable on the Broadcasting Code.

Our programme controller has been in post for over 10 years and has significant experience in radio and television broadcasting.

- 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.

There are three members of the management committee (Trustees) responsible for compliance. Roles are as follows:

Programme Controller

Accountable to the Trustees. Named compliance contact.

Responsible for setting the programme policy and managing the programme schedule.

Reviews music and other material before it is uploaded to the online database and/or scheduled for broadcast.

Schedules music and other content to meet station policy.

Works with the Compliance Officer and Training Officer to ensure that presenters meet required standards.

The Programme Controller maintains an in-depth working knowledge of the Broadcasting Code and other legislation relevant to Prince Bishops Hospital Radio.

The Programme Controller is responsible for ensuring that Key Commitments are met in so far as they relate to the content of programmes and broadcast content.

Compliance Officer

Reporting to the Programme Controller this post is responsible for monitoring the station output ensuring compliance with the Broadcasting Code.

Training Officer

Reporting to the Programme Controller, the post holder develops and delivers a training package to ensure that station policy and regulatory requirements, including the requirements of the Broadcasting Code, are met.

Delivers member inductions and presenter training as and when required.

The Training Officer also provides ongoing training for all members to ensure that they maintain standards in line with the Broadcasting Code and with station policy and guidelines.

- 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.

All volunteers are given full training at induction, this includes the NHS Trust mandatory training as well as training which is specific to Prince Bishops Hospital Radio. All volunteers are expected to refresh their training annually.

For those roles that are related to on-air work, volunteers are trained in the operation of our studio equipment, general presentation and interviewing skills. Training is led by the Training Officer, who is supported by the Compliance Officer and other experienced volunteers. New presenters are mentored by the Training Officer, who will monitor their progress and is available to answer any questions that they might have.

Refresher training can be accessed at any time via an e-learning package which has been developed by the compliance officer.

We also have access to the training opportunities provided by the Hospital Broadcasting Association and local organisations. All on-air presenters are trained to understand their legal responsibilities. The Broadcasting Code is covered during training and a copy is provided to all volunteers who will sign to confirm that they have read and understand the document.

Our output is monitored by the Programme Controller, supported by the Compliance Officer and Training Officer. Constructive feedback is provided to presenters regarding their output. Where there is concern that standards are not being met or there is a risk that the Code might be breached, remedial action will be taken as required. This may be further training or possibly the temporary or permanent removal of that presenter from broadcasting on the service.

Volunteers will be encouraged to sign up to Ofcom's Broadcast Bulletin.

- 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.

Training is mandatory for all volunteers. For those volunteers wishing to broadcast, additional role-based training will be provided. This training will be renewed at least annually, or if circumstances require a refresher.

All volunteers are required to sign a Volunteer Agreement where volunteers agree to abide by the rules and values of Prince Bishops Hospital Radio. This includes compliance with the Broadcasting Code and all station policies.

- 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.

Only experienced presenters are permitted to broadcast live after having completed their training and signed the Volunteer Agreement. We require all new volunteers to become part of our request show team for a period of 6 months where they will only broadcast under the supervision of more experienced presenters whilst they gain experience.

The training programme includes the requirements of the Broadcasting Code including the screening and preparation of guests and how to react to any non-compliance which might occur.

In studio guests will only be allowed on air after approval from the Programme Controller.

Phone calls and from members of the public, including hospital patients will not be broadcast live.

Contact details for the compliance and training team are published to all volunteers.

- 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.

The Programme Controller is responsible for all music and pre-recorded programmes being loaded onto our computer playout system. The ability to add content is restricted to a small number of volunteers and a full audit trail can be produced.

Some of our programme contributors send pre-recorded content. We only schedule programmes from reputable sources and any new syndicated programmes will be reviewed by the Compliance Officer prior to broadcast.

Only a small number of experienced presenters producing specialist music programmes are permitted to use their own music collections. These programmes will be monitored by the Programme Controller and Compliance Officer to ensure they adhere to the Broadcasting Code.

- 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.

The Trustees of Prince Bishops Hospital Radio are responsible for ensuring ongoing compliance with our Key Commitments.

All station output is recorded and programmes are reviewed by the Compliance Officer and Programme Controller to ensure ongoing compliance of the Broadcasting Code and Key Commitments.

The Compliance Officer will report monthly to the Trustees and a written summary will be included in our annual report which will be submitted to the Charity Commission.

- 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.

The Trustees of Prince Bishops Hospital Radio are responsible for ensuring ongoing compliance with our Key Commitments that relate to off-air social gain.

Compliance will be reviewed monthly by the Trustees and a written summary will be included in our annual report which will be submitted to the Charity Commission.

Details of our activities are published on our website and social media accounts

- 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 of our presenters are native English speakers.

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 influ-

ence 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:

CRAIG ROBINSON

Date of application:

17/05/2023

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

Charity Trustee / Chair

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