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# Community Digital Sound Programme (C-DSP) licence

## Application form – Part A (public)

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

Radio Forest

Proposed service name:

Classic Hits Forest 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)

Harlow

Public contact details (i.e. Contact name and/or company name, company address, telephone number(s) and email): Paul Meader, Radio Forest, The Hollies, St Margaret's Hospital, The Plain, Epping, Essex, CM16 6TN. 01992 577646 paul.meader@radioforest.co.uk

Publication date: 1 June 2021

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# 1. Overview

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

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

If you encounter any issues using these forms, please contact [broadcast.licensing@ofcom.org.uk](mailto: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](mailto: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):

Radio Forest

2.2 Company registration number stated on Companies House:

CE031324, 1201842

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:

The Hollies, St Margaret's Hospital, The Plain, Epping, Essex, CM16 6TN

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

**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	Paul Meader
Job title	Chairman (Trustee)
Address	The Hollies, St Margaret's Hospital, The Plain, Epping, Essex, CM16 6TN
Telephone	01992 577646
Mobile phone	07711 310243
Email	paul.meader@radioforest.co.uk

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

www.forestradiouk.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.

Radio Forest is funded through fundraising activities, grants, volunteer membership subscriptions and sponsorship / advertising. We host and participate in fundraising events throughout the year for example, hosting corporate events and providing PA for local organisations in Essex.

## 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 <sup>1</sup>	Country of residence	Other officerships held (and nature of the business concerned)	Other employment
Paul Meader	The Hollies, St Margaret's Hospital, The Plain, Epping, Essex, CM16 6TN	UK	THE PAROCHIAL CHURCH COUNCIL OF THE ECCLESIASTICAL PARISH OF THAXTED  YARDLEYS FARM TOWN ESTATE (ESTATE TRUSTEES)  YARDLEYS FARM TOWN ESTATE ECCLESIASTICAL CHARITY  QUEEN ELIZABETH'S CLOTH CHARITY OR KING HENRY V111'S CHARITY  THAXTED FESTIVAL FOUNDATION	BBC STUDIOS LTD

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



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Deborah Smart	The Hollies, St Margaret's Hospital, The Plain, Epping, Essex, CM16 6TN	UK	SFAET LTD	CITY OF LONDON CORPORATION
Mark Wilson-Brown	The Hollies, St Margaret's Hospital, The Plain, Epping, Essex, CM16 6TN	UK	GALLIARD CI LLP	GALIARD HOMES LTD

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

Full name of >5% participant (existing and proposed)	Number of shares	Total investment (£s)	Total investment (%)	% of voting rights
N/A				
Comments				
Radio Forest is a Charitable Incorporated Organisation and there are no beneficial owners.				

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

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

Full name of the entity	Address
N/A	

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

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

Full name of entity	Address	Affiliates
N/A		

### Details of persons who control the applicant

2.12 Complete the following table, expanding it if necessary, to list all persons who control the applicant, together with their affiliates. If any persons or bodies control the applicant jointly because they act together in concert (e.g. because of a shareholder’s agreement), each such person must be identified here:

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

Full name of individual or body	Address	Affiliates
N/A		

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

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

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

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

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

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

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

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

Name of body corporate identified in response to question 2.11				
Full name of >5% participant	Number of shares	Total investment (£s)	Total investment (%)	% of voting rights
N/A				
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	Deborah Smart is an employee of the City of London Corporation.
A body whose objects are wholly or mainly of a political nature, or which is affiliated to such a body		
A body whose objects are wholly or mainly of a religious nature; <sup>2</sup>	Yes	Paul Meader is Church Warden of Thaxted Parish Church, Essex.
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	

## 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** (delete as appropriate).

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

Licence number	Name of multiplex
LRSL104724 BA/1	Long-term RSL FM (99.3) Classic Hits Forest Gold

<sup>2</sup> 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.

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

**Yes / No** (delete as appropriate).

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

Licence number	Name of service or multiplex
LRSL104724B A/1	Long-term RSL FM (99.3) Classic Hits Forest Gold

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** (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
September 2022 – September 2027	LRSL104724 BA/1	Long-term RSL FM (99.3) Classic Hits Forest Gold

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

**No**

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

Licence number	Name of service or multiplex

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

**No**

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

Licence number	Name of service or multiplex

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

**No**

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

Licence number	Name of service or multiplex

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

**No**

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

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


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

**No**

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

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

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

**No**

If yes, please provide the following details:

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

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”.

We have held as an organisation an Ofcom broadcasting licence since September 2022. We have a dedicated trustee for editorial compliance who keeps up to date with Ofcom regulation and decisions and is responsible for disseminating this information to presenters and producers.



## 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?

Classic Hits Forest 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.

Harlow

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).<sup>3</sup>

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<sup>3</sup> 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.

Our main studios are in Epping (CM16 6TN) however, we have remote broadcasting facilities in Brentwood, Harlow and Saffron Walden.

- 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.

LRSL104724BA/1

- 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 Forest is a Charitable Incorporated Organisation, which has been providing hospital radio services in Essex since the late 1970s.

For over 20 years we have been expanding to community hospitals in Essex providing a comprehensive service of music, entertainment and local information to those within the healthcare community.

Broadcasting through dedicated hospital entertainment equipment (Ward Radios / Speakers) and streaming online as well as on FM at St Margaret's Hospital in Epping. The charitable objective is to relieve sickness, poor health and old age to hospitals, residential homes and community care settings. And the advancement of health through promotion of benefits of living a healthy lifestyle and having good personal mental and physical health for public benefit in Essex and beyond. The advent of SSDAB covering a more localised region of London and Essex provides Radio Forest the opportunity to reach outpatients in the wider health community we target, they will be able to hear news and information relevant to them. With patients generally having a shorter stay in hospital, and more community and outpatient care services being used, we would be able to expand our service to encompass more residential & care homes, and involve healthcare workers across the community (including; surgeries, dentists etc.)

Classic Hits Forest Radio provides music, entertainment and information that's relevant to the healthcare sector, working with local NHS Trusts (EPUT, PAH, NELFT) local authorities and charities to promote healthcare initiatives in a way that is engaging to listeners. Overnight Classic Hits Forest Radio provides a service designed to help those with anxiety and sleep issues relax with ambient music, for at least five hours overnight.

The proposed Harlow, Haverhill and North East London and South West Essex areas cover our existing hospital sites in Epping, Harlow, Saffron Walden and Brentwood.

- 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 Forest is an established registered charity (since 1978), in 2023 we were granted Charitable Incorporated Organisation (CIO) status by the charity commission and have no owners and no individual, company or other body which may exert control over it, and it operates for solely charitable purposes. The charity is governed by a board of Trustees. Members of a CIO are required to vote in the best interests of the charity at all times. There is also the option for the Trustees to appoint additional Trustees or persons with particular skills or knowledge beneficial to the furthering charity. Our main sources of income are from donations, fundraising, sponsorship and grants. All funds received are reinvested to running the radio services.

## 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 Forest exists to benefit those with poor health across Essex and our services are available across three NHS Trusts, which includes four hospitals. Our charitable objective is to provide relief of sickness, poor health and old age by providing a local broadcasting service for hospitals, residential homes and similar institutions and for patients receiving community care.

Hospital Radio has been shown to improve the mental health state of patients, whether this is by stimulating memories with music or providing company with favourite presenters or engaging with one of our volunteers visiting patients on wards. We work closely with the hospitals we serve and often receive feedback about the impact and appreciation of our service. New technology allows us to connect with listeners directly via WhatsApp and email meaning we have a greater link with our listeners than ever before.

An Independent Impact Study on 250 people across the UK about Hospital Radio (commissioned in 2016 by the Hospital Broadcasting Association) revealed there was evidence of hospital radio having positive impacts on psychosocial health outcomes with reductions in; boredom, loneliness, anxiousness, disorientation, depersonalisation and improving overall health and well-being awareness. All through the medium of Hospital Radio, with volunteers interacting with the patients and providing reassurances it has been found to give patients a sense of belonging and involvement we understand many people choose to listen to radio primarily for music, news and information.

Classic Hits Forest Radio provides music-led programming interlaced with social action content that includes our interactive request programmes and features people from the local community from healthcare professionals highlighting a health campaign, to community groups and charities talking about their specialist subjects. We also have a weekly Sunday morning reflection featuring one of the hospital chaplains from a variety of faiths.

We have excellent relationships with the three League of Friends charities in Saffron Walden, Brentwood and Epping and assist them in promoting their causes and fundraising, directly helping patients experience in hospital. We promote NHS health campaigns throughout the year and support the communications team at EPUT with their messaging on healthcare issues. We also broadcast information from local NHS Trusts and NHS England (including use of Cabinet Office radio fillers service).

With a wider reach on DAB, Classic Hits Forest Radio we will be able to involve more GP surgeries, care and residential homes, benefiting patients, staff and their families and friends.

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

Through music lead programming, Classic Hits Forest Radio includes content to support health and well-being across the community, working with our NHS Trusts to ensure relevant and up-to-date information is on-air.

Working in partnership with local news provider, Everything Epping Forest and Everything Harlow, we are able to provide local news and information for the community. We also run lively Facebook and Instagram services interacting with listeners on a range of topics. As previously mentioned, we run health campaigns in the form of public service announcements and special programming to coincide with specific campaigns, for example mental health awareness day.

On Sundays we provide a platform for multi-faith expression in our regular reflection segment. Facebook, Instagram and email allow listeners to take part in our programming, with interactive features and providing a forum for discussion. Since being available, this interaction has increased steadily and has influenced the style and content of programming. Our Sunday morning request show is completely programmed by our listeners, who take part on the phone, by email and social media.

- 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 Forest is a voluntary organisation, with membership available to anyone aged over 18 and our charity is always open to new volunteers. We have volunteers from across London and Essex who are diverse in their backgrounds and occupations, and welcome those with disabilities. Volunteers presenting programmes at Radio Forest are provided with training to use our studios, which have up-to-date industry-standard facilities. We provide 1-1 training and mentoring for new members and have the facilities to train people to a high standard before they are on air. We have a suite of policies which are reviewed annually and shared with all members via our Policies Handbook. Policies within this include Equal Opportunities and Diversity, Health and Safety, Safeguarding, Whistleblowing as well as on-air policies detailing the Ofcom broadcasting code. All volunteers are regularly briefed and reminded of our styles and formats, making our team aware of their responsibilities as broadcasters. Radio Forest maintains recordings of transmissions for review purposes and to ensure volunteers are maintaining a good quality service, meeting charitable objectives and Ofcom requirements. We also reach out to other organisations and charities in the local area to help promote their events in the wider community. We regularly advertise for volunteers via local Community and Voluntary Service charities, and on-air promotions.

- 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.**

The opportunities offered by this application will help Radio Forest to foster improved relationships with the public, local NHS services, care homes, GP's, dentist (& other healthcare professions), other charities and community groups. Being available on DAB will allow us to reach more of our target audience in community hospitals that are currently poorly served by free Wi-fi and built in radio equipment. By widening our audience, we will have a greater understanding of their needs, by exposing these to the wider community in general. Our volunteers are also drawn from the local community and are passionate about the service that we provide.

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

Our volunteers come from various backgrounds.

One of our trustees (Deborah Smart) spent 15 years working in the non-profit finance sector working to support charities and social enterprises across England and Wales. We also have volunteers and trustees who work in professional broadcasting, training and education. Radio Forest provides outreach with our volunteers visiting patients and interacting with staff in the hospitals that we serve.

## 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.**

Radio Forest has a variety of volunteer roles both on and off air, which are open to all prospective applicants including; presentation and production, technical, ward visiting, fundraising, promotions, and trustee roles such as administration, finance and programme scheduling. We currently have 30 volunteers running two bespoke radio stations which gives plenty of opportunity to be involved in operations and management. With no paid staff, we entirely rely on our volunteers and have done for over 45 years. We are always looking to increase our volunteer base and will continue to promote the opportunities on our website, social media, on-air and via CVS charities.

## Accountability

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



Radio Forest invites listeners, whether these be hospital patients and staff or their friends and families to contact us by telephone, WhatsApp, email and social media. We frequently ask for feedback, as well as for comments and suggestions about our services and have a survey available on our website for listeners. In addition to our listeners and volunteers, we are accountable to the multiple NHS trusts we serve to ensure we are providing a service of relevant information to their hospitals, units and clinics. We also work with our NHS Trusts to ensure patient entertainment systems are operating as expected maintain and fund the majority of these ourselves. EPUT provides us space at St Margaret's Hospital in Epping for our studio facilities and listeners can contact us at this address. As a charity, we aim to be as transparent as possible. Radio Forest holds an Annual General Meeting which is open for all members of the charity to attend, along with members of the public. We also hold monthly trustee meetings, which are also attended by members of our management committee and are open for members of the organisation to attend if they wish.

- 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.**

Radio Forest has a Feedback and Complaints Procedure in place. We aim to reply to any complaint in the first instance within 24 hours, and then within 14 days after investigation. Listeners can contact us in numerous ways, including via our website, social media, WhatsApp messaging, telephone, and by post. Any complaints or feedback received are shared with and reviewed by the management committee before a reply is provided. If listeners have a complaint about something they have heard on air, they are of course free to contact Ofcom and we make them aware of this in our reply. The management committee consider any feedback received at monthly management meetings and agree on appropriate actions.

## 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
<b>CLASSIC HITS FOREST RADIO</b>	<p><i>CLASSIC HITS FOREST RADIO is a radio service intended to serve the community by promoting well-being and healthcare in the local area. Also providing a radio service suitable for community hospitals, doctors surgeries, and residential homes. Our programming has been designed with this target audience in mind, with a specific aim to promote friendly conversation to combat loneliness and spark memories with familiar music from the 1950s to the 1990s. Overnight we will provide a special programme of music designed for relaxation to promote healthy sleep.</i></p> <p>NOTE: The next 3 headings below are the components of the 'character of service'.</p>	<b>24 hours a day</b>	<b>&lt;ENTER THE RADIO SERVICE MULTIPLEX SERVICE (as per the licence advert):</b> as in question 3.2 of this application, specify if small-scale or local multiplex the radio

	<p><b>&lt;ENTER DESCRIPTION OF TARGET AUDIENCE&gt; in</b></p> <p>Classic Hits Forest Radio serves patients, staff and their friends and families who use or work in healthcare services across Essex, with a wider community emphasis on health promotion and benefits of living a healthy lifestyle, maintaining good personal, mental and physical health.</p> <p><b>&lt;ENTER A DESCRIPTION OF THE LOCALITY&gt; Across Essex, with specific emphasis on Epping, Harlow, Brentwood and Saffron Walden.</b></p> <p><b>&lt;ENTER A BRIEF STATEMENT OF MAIN PURPOSE OF THE RADIO SERVICE, ITS FUNCTIONS/ACTIVITIES describe in no more than 50 words&gt;</b></p> <p><b><i>CLASSIC HITS FOREST Radio is a radio service intended to serve the community by promoting well-being and healthcare in the local area together with music to spark memories along with friendly conversation, local news and information.</i></b></p> <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"> <li>• <i>the facilitation of discussion and the expression of opinion,</i></li> <li>• <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></li> </ul>		<p>station plans to broadcast on&gt;</p> <p><i>Harlow, Haverhill, North East London and South West Essex</i></p>
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C-DSP licence: Application form (Part A)

	<ul style="list-style-type: none"><li>• <i>the better understanding of the particular community and the strengthening of links within it.</i></li></ul> <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>		
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## 4. Compliance of the service

### About this section

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

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

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

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

- 3.15 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).

Paul Meader is Deputy Head of Content Compliance at a global media company. As such he is responsible for the Compliance of programmes for channels broadcast around the world and in the UK. Paul has day to day use of the Ofcom Broadcasting Code, BCAP Code and broadcasters' own guidelines. He is part of regular ongoing training and is responsible for training others in his team.

- 3.16 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.

Radio Forest already holds a long term RSL license from Ofcom for Classic Hits Forest Gold and has been operating under Ofcom regulations for the last 2 years.

- 3.17 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.

The Head of Compliance has editorial responsibility for station output.

The Compliance Manager deputises for the Head of Compliance and is responsible for organising training, and communicating Ofcom guidelines to producers and presenters.

- 3.18 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.

We regularly communicate with our team about Compliance issues and hold training sessions to ensure they have a good knowledge of the Ofcom code.

We record an off-air log of all programming.

Training covers all 13 areas of the broadcasting code, highlighting specific areas of importance particularly relevant to our service.

We conduct an assessment at the end of the training to ensure all on air staff have sufficient understanding of the rules. We would expect on air staff to achieve a pass mark of 80% or higher before being allowed on air. For any areas where knowledge is lacking, we will provide additional training until each person reaches the satisfactory standard.

In addition to this, we will provide regular updates to all on air staff on a periodic basis to remind them of our obligations; as well as at times of particular relevance (e.g. elections, obituary) we will remind all on air staff of the guidance regarding these matters.

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

It will be mandatory for all on air staff. While our music is largely programmed by our committee, presenters have responsibility to produce all other on air content within their own shows.

- 3.20 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.

For live content we will provide clear guidelines for producers and presenters to follow. We will ensure that only experienced and fully trained presenters are able to broadcast live content and any news presenters would need to demonstrate competency in a pre-recorded scenarios prior to live programming. Live programming is monitored to ensure competency.

Presenters are instructed to brief guests / co-hosts on their programmes and we give them advice on how to deal with problems that might occur when on-air.

Our music library is managed by our Programme Manager, who checks and uploads music into the database ensuring it is compliant and of broadcast quality.

As a music station, we have a number of specialist / themed music programmes which allow presenters to choose their own music. Volunteers are asked to liaise with the Programme Manager to request songs to include on the database for regular broadcast.

It is stated within our policies that all songs played from a source other than our playout system must be previewed before broadcast to ensure suitability.

- 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.



Content that is pre-recorded (via automated playout software) is monitored prior to transmission to ensure compliance with the code. Pre-recorded programmes are listened to in their entirety before broadcast by a Producer or Compliance Manager.

- 3.21 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.

Radio Forest's Trustees are responsible for the operation of the charity and its activities in providing Classic Hits Forest Radio.

This includes ensuring our agreed key commitments are kept. At present we hold Trustee meetings to review on-air content to ensure our charitable objectives are being met. Discussion is also held at General Meetings with all volunteers to discuss programming ideas and where changes need to be made to keep on-target. Outlining key commitments and our charitable objectives ensures that our volunteers can deliver them. The importance of the Key Commitments will be included in our training and induction. The Compliance Manager will keep trustees updated overall on performance, with the Trustees signing off.

- 3.22 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.

Radio Forest's Trustees are responsible for ensuring compliance with our key commitments and off-air activities.

The Chairman will be the main operational person to check and ensure Key Commitments are being met, reporting back to the Trustees Board and the volunteers at General Meetings.

As a CIO, we produce our annual report whereby we already keep track of our activities including volunteers, fundraising, promotional etc.

We will report on programmes annually to Ofcom.

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

English

3.24 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 members are fluent in English.

## 4. 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.

- 4.1 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.
- 4.2 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.
- 4.3 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:**

PAUL JC MEADER

**Date of application:**

04/06/2024

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](#)**