

Community Digital Sound Programme (C-DSP) licence

Application form – Part A (public)

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

Radio Hillingdon

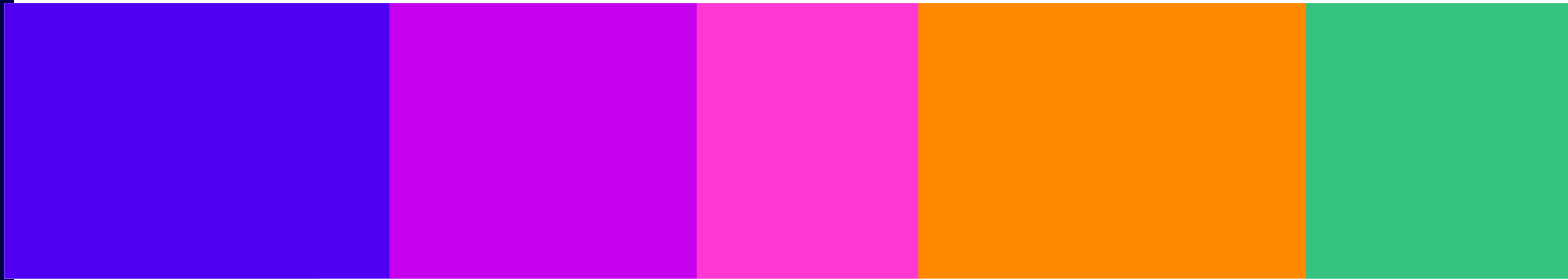
Proposed service name:

Radio Hillingdon

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)

City West Digital

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



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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 Hillingdon

2.2 Company registration number stated on Companies House:

Registered Charity Number: 1204015 CE032997

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:

Radio Hillingdon, The Hillingdon Hospital, Pield Heath Road. Uxbridge UB8 3NN

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

Yes No

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

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

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

Full name	Stephen Hickman
Job title	Chairman
Address	Radio Hillingdon The Hillingdon Hospital Pield Heath Road Uxbridge UB8 3NN
Telephone	01895 274381
Mobile	0845 852 0219
Email	Steve.hickman@radiohillington.org.uk

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

www.radiohillington.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.

As a registered charity our income is derived from charitable donations and fundraising events. Sponsorship of various programming.

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
Stephen Hickman	Radio Hillingdon The Hillingdon Hospital Pield Heath Road Uxbridge. UB8 3NN	UK	Chair/Trustee of Radio Hillingdon. Director of Philpots Farm Management Co Nr2 Ltd – Residents Association	Paramedic
Daniel Morgan	Radio Hillingdon The Hillingdon Hospital Pield Heath Road Uxbridge. UB8 3NN	UK	Trustee of Radio Hillingdon	BBC
Jonathan Herd	Radio Hillingdon The Hillingdon Hospital Pield Heath Road Uxbridge. UB8 3NN	UK	Trustee of Radio Hillingdon	Retired
Graham Matthew Lester	Radio Hillingdon The Hillingdon Hospital Pield Heath Road Uxbridge. UB8 3NN	UK	Treasurer/Trustee of Radio Hillingdon	Retired

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

Keith Hotston	Radio Hillingdon The Hillingdon Hospital Pield Heath Road Uxbridge. UB8 3NN	UK	Trustee of Radio Hillingdon. Director of Blue Sky Container Investments Ltd (Shipping Containers) Director of Blue Sky Intermodal (UK) Ltd (Shipping Containers)	
Mr Jeff Brown	Radio Hillingdon The Hillingdon Hospital Pield Heath Road Uxbridge. UB8 3NN	UK	Station Director/Trustee Retired	
Sheila Frederick	Radio Hillingdon The Hillingdon Hospital Pield Heath Road Uxbridge. UB8 3NN	UK	Secretary/Trustee	Retired

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

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

Comments
N/A

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

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

Full name of the entity	Address
N/A	

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

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

Full name of the entity	Address	Affiliates
N/A		

Details of persons who control the applicant

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

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

Full name of individual or body	Address	Affiliates
N/A		

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

of a limited liability partnership, or member of the governing body of an unincorporated association:

N/A		

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

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 / No	Please state who is involved; the name of the body/individual/agency they are involved with; and the extent of their involvement
a) A local authority	N/A	
b) A body whose objects are wholly or mainly of a political nature, or which is affiliated to such a body	N/A	
c) A body whose objects are wholly or mainly of a religious nature; ²	N/A	
d) An individual who is an officer of a body falling within (b) or (c);	N/A	
e) A body corporate which is an associate (as defined in paragraphs 1(1) and 1(1A) of Part I of Schedule 2 to the Broadcasting Act 1990) of a body falling within (b) or (c);	N/A	
f) An advertising agency or an associate of an advertising agency	N/A	

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

Details of applications, licences and sanctions

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

Yes No

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

Licence number	Name of multiplex
N/A	

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

Yes No

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

Licence number	Name of service or multiplex
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?

Yes No

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

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

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

Yes No

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

Licence number	Name of service or multiplex
N/A	

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

Yes No

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

Licence number	Name of service or multiplex
N/A	

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

Yes No

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

Licence number	Name of service or multiplex
N/A	

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

Yes No

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

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

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

Yes No

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

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

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

Yes No

If yes, please provide the following details:

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

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

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

N/A

3. The proposed service

About this section

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

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

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

Your proposed service and target community

3.1 What is the proposed service name?

Radio Hillingdon

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.

City West Digital – West London Area

3.3 Where is your proposed studio located? Please note that this must be located within the coverage area of the small-scale radio multiplex service identified in answer to 3.2 (or the advertised area for a small-scale radio multiplex service that has not yet been awarded).³

Hillingdon Hospital, Pield Heath Road. Uxbridge. UB8 3NN

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

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

N/A

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

We serve the diverse West London community within our radio multiplex coverage, focusing on individuals connected to local health and social care—such as care home residents, hospital patients, healthcare professionals, and their families. Our station promotes health and wellbeing through accessible content that shares reliable information, encourages preventative care, and supports mental health. In partnership with local hospitals and care homes, we aim to reduce unnecessary admissions by offering advice on self-care, chronic conditions, and available support services.

Programming includes community news, entertainment, music requests for patients, and resources to combat isolation among vulnerable groups. We also feature updates on medical research and expert advice from local health professionals.

As a hub for community connection, our station gives a platform to carers, volunteers, and organizations to share stories, promote services, and build social bonds. The project brings clear social benefits: supporting lifelong learning and health education, enhancing wellbeing, reducing loneliness, enabling participation, promoting inclusion, and reducing health inequalities. Overall, our service is dedicated to public broadcasting and empowering the West London community.

- 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.**

Our organisation is a not-for-profit, with documents that prohibit profit distribution to individuals. All surplus is reinvested in our services or used to achieve social objectives.

Key measures implemented to ensure effective oversight include:

Governance by a volunteer board or committee composed of community representatives and stakeholders, ensuring clear accountability for financial decisions and strategic direction.

Transparent financial management practices, such as regular reporting, annual independent financial reviews, and publication of accounts where required. All income from grants, donations, sponsorships, or fundraising will support operations, enhance services, invest in equipment, broaden outreach, or fund community activities. Staff and volunteers are compensated only for authorised expenditure, with no profit-sharing. The station prioritises community input in decisions to align with audience needs. These measures ensure ethical, sustainable, and public-focused service.

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.

Our service is committed to delivering substantial community benefits within West London, focusing on health and wellbeing, social cohesion, and public engagement. The broadcasts are tailored to assist patients, care home residents, healthcare professionals, and the broader local community, fostering meaningful social value and aligning closely with public health objectives.

Key Community Benefits:

Enhanced Health and Wellbeing

By partnering with hospital departments such as diabetes and mouth cancer units, we provide proactive health guidance, awareness campaigns, and early intervention messaging. These efforts contribute to improved self-care and help decrease hospital admissions. Additionally, we disseminate insights from local universities and researchers, enabling the public to better understand and engage with innovative healthcare advances.

Support for Patients and Staff

Collaboration with the hospital communications team allows us to deliver uplifting content, including music requests, patient messages, and staff recognitions, all designed to enhance morale and provide comfort to patients. Feedback consistently indicates that our service is highly valued, regarded as a positive aspect of the hospital experience.

Community Engagement and Social Inclusion

We actively participate in community events—such as church fetes and school community days—to raise health awareness through approachable and inclusive formats. Our broadcasts feature diverse community voices and stories, thereby strengthening social bonds and supporting inclusion, particularly among isolated groups.

Healthcare Worker Support

The programming highlights staff awards and recognitions, offering a platform to celebrate achievements and promote the wellbeing of healthcare professionals serving the community.

Knowledge Sharing and Collaboration

As an active member of the Hospital Broadcasting Association (HBA), we engage in sharing best practices, resources, and collaborative projects, which enhance the quality and outreach of hospital radio nationally. We also contribute to a local health and wellbeing network, working alongside other organisations to advance collective community health objectives.

Through the delivery of informative programming, live engagement, and strategic partnerships with trusted institutions, our service provides significant and measurable benefits—supporting the NHS, advancing public health priorities, and enriching the wider West London community with an innovative and compassionate broadcasting platform.

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

Our service will foster open discussion by welcoming input from patients, healthcare professionals, carers, students, and community members. Through features like live call-ins, social media feedback, and listener-request shows, individuals can share their views and experiences.

We will offer regular health talks, roundtables, and interviews with local experts on relevant topics such as wellbeing and healthcare innovation. Local schools, care homes, and community groups are encouraged to contribute, ensuring diverse voices are included.

This inclusive platform aims to strengthen community ties, empower participation, and reflect the true needs and opinions of the people we serve.

- 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.**

The organisation aims to provide members of target communities in West London with practical access to the facilities used for service delivery, including opportunities for both formal and informal training.

Studio Access and Management

All new users undergo health and safety inductions covering safeguarding and equipment use. Supervised sessions are available for new volunteers or those who require support, focusing on the effective use of studio technology. Secure access is managed through ID verification and maintaining visitor logs. Where feasible, flexible access times are provided to accommodate varying schedules, including shift workers, students, and volunteers from diverse backgrounds. The studios are designed to be physically accessible, and reasonable adjustments are made for people with disabilities or other access needs. Remote recording and training options are offered to volunteers and contributors to support broader participation.

Training and Skill Development

Structured training programmes are available for community members interested in production, presentation, editing, or other broadcasting-related activities. Training covers technical skills (such as studio equipment operation and sound editing), content creation, scripting, interview methods, Ofcom guidelines, and communication about health and wellbeing. Sessions are delivered in-person and online, supported by experienced volunteers and guest trainers such as healthcare professionals and communications specialists. Informal, peer-led mentoring, shadowing, and workshops are also available, particularly for those without prior media experience.

Partnerships and Content Collaboration

A partnership with Brunel University is underway, enabling media and journalism students to contribute to local news bulletins for practical experience and to assist in producing relevant content. The “In Conversation” programme serves as an additional engagement channel, inviting clinicians, non-clinical staff, community leaders, and volunteers to share insights and participate in co-produced broadcasts with community members. This initiative is intended to facilitate involvement in content development and broadcasting.

Through these methods, the organisation seeks to ensure that service access is managed in a way that is open and safe, establishing a platform overseen by and intended for the community.

- 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.**

Our service is committed to fostering a comprehensive understanding of our target community by elevating local perspectives and representing the diverse experiences of individuals throughout West London, particularly those engaged with health and social care. Through dedicated programming—such as the “In Conversation” series featuring hospital staff, patients, carers, and community leaders—we present authentic narratives that cultivate empathy and showcase the everyday contributions of often-overlooked members of the community.

By collaborating with local organisations, including care homes, schools, Brunel University, and various community groups, we ensure our content reflects the needs and interests of our audience. Our programmes highlight cultural events, local news, health-related topics, and notable community accomplishments, establishing a platform that encourages dialogue and meaningful interaction.

Furthermore, we actively encourage listener engagement through music requests, call-ins, interviews, and collaborative initiatives, ensuring individuals feel recognised and included. Our broadcasts are designed not only to inform but also to celebrate community identity, mitigate social isolation, and promote overall wellbeing, ultimately contributing to a more cohesive and connected West London.

- 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 team possesses extensive experience in promoting social value through both media-driven and community-oriented initiatives. We are presently collaborating with the hospital’s communications team to produce their podcasts, aiming to inform and engage staff, patients, and the broader community on topics related to health and wellbeing.

Within the educational sector, we are establishing a partnership with Brunel University’s Journalism course, enabling students to gain practical broadcasting experience via participation in local news bulletins and community storytelling projects. This initiative not only facilitates skill development but also strengthens the connection between academic learning and community service.

Additionally, we are engaged in university-led health innovation projects, such as a virtual reality pilot programme for stroke patients that examines innovative approaches to support recovery and wellbeing. By disseminating information about these initiatives to the public, we help enhance understanding and encourage engagement with health innovation.

Taken together, these activities underscore our capacity to develop impactful educational and health-related content, support community learning, and foster cross-sector collaboration—all of which contribute directly to delivering measurable social benefit in West London.

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.**

We are dedicated to providing authentic and well-structured opportunities for members of our target communities in West London to actively participate in both the operation and governance of our service. Our methodology is grounded in transparency, equity, and the promotion of personal development, underpinned by rigorous procedures to guarantee safety, professionalism, and inclusivity.

Operational Participation

All volunteers—including presenters, request collectors, content producers, and technical assistants—will receive comprehensive training tailored to their specific responsibilities. This instruction encompasses practical broadcasting techniques, content production, safeguarding measures, and adherence to Ofcom regulations, ensuring that each volunteer is fully prepared and confident in their role.

To uphold high standards of conduct and professionalism, all presenters are required to comply with a Presenters' Code of Conduct, which clearly outlines expectations regarding behaviour, language, reliability, and mutual respect for both audiences and colleagues. This framework ensures consistency and accountability throughout our operations.

Our structured volunteer onboarding process includes application submission, reference verification, and an initial informal interview. This approach allows us to understand individual motivations and align volunteers with roles that best suit their skills, fostering a positive, safe, and collaborative working environment.

Management Participation

We strongly encourage community engagement in the strategic leadership and oversight of the service. Volunteers have the opportunity to join our management committee, contributing to programming decisions, outreach initiatives, and the development of community partnerships. Regular feedback sessions and planning meetings are convened to ensure that participant perspectives and concerns are acknowledged and addressed.

Inclusion and Equal Opportunities

Our initiative is firmly rooted in the principles of equality, diversity, and inclusion. We embrace volunteers from all backgrounds, ages, abilities, and experiences, and

we will make reasonable accommodations to facilitate participation. This includes options for remote involvement, flexible scheduling, and additional support where required.

Comprehensive policies are established to advance equal opportunities and prevent discrimination at every stage—from recruitment through ongoing development and progression. These policies are reviewed regularly to ensure responsiveness to the evolving needs of our diverse West London community.

Through these structured and inclusive practices, we will ensure that our service is not merely for the community but genuinely shaped and led by it, empowering individuals to contribute significantly to the station’s content, governance, and lasting influence.

Accountability

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

We are committed to ensuring our service remains accountable and responsive to the perspectives and needs of our target community in West London by establishing clear and accessible channels for engagement.

Community members may contact us via multiple platforms, including a dedicated phone line, email address, website contact form, and social media. These avenues will be monitored consistently, with a pledge to provide prompt, respectful responses to all feedback, inquiries, or suggestions.

To enhance participation, we will organize regular listener feedback sessions—both in person and online—enabling individuals and groups to provide input on programming, propose innovative ideas, and voice concerns. Summaries from these sessions will be documented to inform future planning.

Furthermore, we will establish a formal complaints and feedback policy, which will be published on our website and provided in accessible formats, thereby ensuring that any issues regarding content or conduct are addressed seriously and resolved appropriately.

Opportunities will be made available for community members to join advisory panels, volunteer teams, or apply for positions within the management committee, offering direct involvement in shaping the service’s direction and priorities.

By integrating these transparent and participatory mechanisms, we affirm our commitment to maintaining a service that is accountable, inclusive, relevant, and led by the community at every level.

- 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.**

We are dedicated to treating all suggestions and criticisms from our target community with the utmost respect, transparency, and accountability, ensuring they contribute to meaningful enhancement of our services.

Community feedback will be gathered through multiple channels, including our website, social media platforms, email, telephone, and in-person events. All input will be systematically logged and reviewed by our content and compliance team, which is responsible for upholding high editorial standards, promoting content diversity, and maintaining Ofcom compliance. This team will conduct regular internal quality assessments informed by community feedback, with the aim of identifying trends, evaluating content tone and relevance, and ensuring that our output remains both appropriate and engaging.

We will convene regular Ordinary General Meetings (OGMs) open to volunteers, contributors, and community members, providing an open forum for discussion of feedback and collaborative development of action plans. Additionally, we will host an Annual General Meeting (AGM) to deliver a comprehensive review of annual activities, present progress updates, and invite substantive input into the future strategic direction of the station.

When criticisms are received, we will respond promptly with clear explanations, outline follow-up actions, and make on-air corrections or updates where required. By fostering a culture of openness, we ensure that community members feel valued and heard, and that their perspectives play a direct role in guiding our continued growth and improvement.

Draft Key Commitments

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

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

ANNEX TO LICENCE

LICENSED SERVICE NO tbc

Licensed Service	Radio Hillingdon
Service Description	<p>Radio Hillingdon is a radio service intended to serve</p> <p>NOTE: The next 3 headings below are the components of the ‘character of service’.</p> <p>The general public <i>in</i> The London Borough of Hillingdon and surrounding areas.</p> <p>(1) The relief of sickness, poor health and old age amongst people living in Hillingdon and the surrounding area by providing a local broadcasting service for hospitals, residential care homes and similar institutions, and for patients receiving community care,</p> <p>(2) The advancement of health and prevention or relief of sickness for the public benefit through the promotion of the benefits of living a healthy lifestyle, and the importance of maintaining good personal mental and physical health by (mainly, but not exclusively) the means of broadcasting health education messages to people living in Hillingdon and the surrounding area.</p> <p>The studio of the Licensed Service is located within the coverage area of the Small-Scale Radio Multiplex Service identified above (n.b. the Licensee will not be in breach of this requirement if an existing studio ceases to fall within the coverage area merely as a result of technical changes to the Small-Scale Radio Multiplex Service outside the control of the Licensee).</p> <p>The Licensed Service shall have the characteristics of a Community Digital Sound Programme Service as set out in the 2019 Order and, in so doing, shall achieve the following objectives:</p> <p>the facilitation of discussion and the expression of opinion,</p> <p>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</p>

	<p>the better understanding of the particular community and the strengthening of links within it.</p> <p>Members of the target community shall contribute to the operation and management of the service.</p> <p>The service shall have mechanisms in place to ensure it is accountable to its target community in the specific area or locality.</p>
Transmission Schedule	24 hrs/7 days
Multiplex	City West Digital

4. Compliance of the service

About this section

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

- The Ofcom Broadcasting Code
- The BCAP Code: the UK Code of Broadcast Advertising
- The Regulation of Premium Rate Services Order

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

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

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

Station Director - Station Director

I, Jeff Brown have received Compliance Training on 18th August 2025 which covered the Ofcom broadcasting code, the BCAP code and the phone-paid services authority code of practice.

- 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.

I have been a broadcaster on local radio (Radio 210, Classic Gold and Airport Information Radio). My last 25 years in employment was with the BBC World Service as a Technical Manager. At Radio Hillingdon I've been broadcasting since 1984 where I've served in numerous roles including Treasurer and Programme Controller. In the current organisation I have served as Station Director since 2010 (with a one year gap from Oct 2024) .

- 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.

Compliance Officer

The Compliance Officer has overall responsibility for compliance. This role includes verifying that all music and pre-recorded content meets compliance standards. Live shows are reviewed, with a record kept of each hour of broadcast for quality assurance purposes. Presenters receive regular feedback, and external providers of pre-recorded shows must formally agree to compliance requirements.

- 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.

Compliance Trainer

The Compliance Trainer is responsible for ensuring current presenters and all new starters complete compliance training prior to broadcasting live on air. This training will form part of a structured programme, which each participant must acknowledge by signing off to confirm their understanding of the Ofcom regulations. Additionally, the Compliance Trainer will deliver refresher sessions to all broadcasting presenters to maintain ongoing compliance and keep training current. The Compliance Trainer reports to the Trustees regarding Compliance Training.

- 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.

Only on-air staff will receive the training. Non-presenters such as fundraisers, engineering staff will not be required to undertake the training but will be encouraged to do so.

- 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).

-) 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.

While continuous monitoring is not feasible, the Station Manager and trustees periodically review the live broadcast, a practice that will be maintained with the new service. We will ensure that all broadcast content is retained for the minimum period, currently 42 days. We foster a culture of compliance among all broadcasters through comprehensive training programs. This training emphasises the preparation of guests prior to live interviews and effective response protocols in the event of any compliance breaches. Programmes produced by new presenters will be subject to close monitoring during their initial period, followed by ongoing periodic reviews, consistent with current practices implemented by experienced programme-makers.

-) 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 suppliers will be made aware of Ofcom code of practice and our compliance rules. Any local musician tracks will be confirmed by the musician / artist that they do not contain swearing or lyrics which may cause offence. Tracks will also be listened back to prior to broadcast.

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

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

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

Trustees will regularly review these matters at Trustee Meetings. The following measures will be implemented to support compliance and maintain the on-air character of service:

Content Review and Feedback: A regular schedule for content review sessions will be established, during which the programming team will assess the quality and relevance of broadcast content. Listener feedback will be solicited and considered when making programming decisions to address community needs and expectations.

Training and Development: Ongoing training and development opportunities will be provided for presenters and production staff to promote familiarity with the Key Commitments and the importance of adhering to them. This will include training on content creation, compliance, and community engagement.

Community Engagement: Interaction with the community will take place through various channels, including social media, community events, and listener surveys. These activities aim to maintain a connection with the audience and ensure that content remains relevant.

Monitoring and Reporting: A monitoring system will be used to track performance against the Key Commitments. Regular reports will be generated and reviewed by Trustees to identify possible improvements and support compliance.

Innovation and Improvement: Efforts will be made to explore methods that enhance the station's objectives related to social gain. This includes consideration of new content formats, partnerships with local organisations, and initiatives aimed at fostering community involvement and social impact.

These measures are intended to help the station consistently deliver content aligned with the Key Commitments and meet the requirements of the community.

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

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

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

We will maintain compliance with Key Commitments for off-air social gain activities by using structured monitoring, clear accountability, and transparency.

Monitoring Process

All off-air events, workshops, and training will be regularly reviewed to ensure they support the station's mission. A designated trustee will oversee these activities, with ongoing assessments throughout each project.

Publication of Information

To promote transparency, we will document and publicly share updates on objectives and outcomes of our off-air social gain initiatives. Details and impacts will be available on Radio Hillingdon's official website.

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

English (UK)

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 Trustees and officers.

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:
-) that I am not a disqualified person within the meaning of that expression as defined in Part II of Schedule 2 to the Broadcasting Act 1990, as amended, or as a result of a disqualification order under Section 145 of the Broadcasting Act 1996;
 -) that having made all reasonable enquiries neither the applicant nor any person controlling the applicant, as a result of the grant to me of the licence, breach any requirement of Schedule 14 to the Communications Act 2003 with regard to the accumulation of interests in broadcasting services or to the restrictions on cross-media interests; and
 -) that the applicant is not disqualified by virtue of the provisions of section 143 (5) of the Broadcasting Act 1996 in relation to political objects and the provisions of section 144 (3) of the Broadcasting Act 1996 in relation to the provision of false information or through the withholding of information with the intention of misleading Ofcom; and
 -) that no director or person concerned directly or indirectly in the management of the applicant is subject to a disqualification order as defined by section 145 (1) of the Broadcasting Act 1996.
- 5.3 I understand that Ofcom reserves the right to revoke the licence (if granted) if at any time any material statement made to Ofcom is found to be false and to have been by the applicant or any member or officer thereof knowing it to be false. I also understand that under sections 144 and 145 of the Broadcasting Act 1996, the provision of false information could incur a criminal conviction and a disqualification from the holding of a Broadcasting Act licence. I further certify that, to the best of my knowledge, any matters which might influence Ofcom's judgement as to whether the directors and any other individuals and/or bodies corporate with substantial involvement in this application are fit and proper persons to participate in a radio licence, have been made known to Ofcom.

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

Steven Hickman

Date of application:

14th October 2025

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

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

You also need to complete the [confidential section \(Part B\) of the application form](#).