

# 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): **Croydon FM C.I.C**

Proposed service name: **Croydon**

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) **South of The River Digital Radio**

Public contact details (i.e. Contact name and/or company name, company address, telephone number(s) and email): **Croydon FM C.I.C 6th Floor Amp House, Dingwall Road, Croydon, Surrey, CR0 2LX 0208 680 3591. [contact@croydonfm.com](mailto:contact@croydonfm.com)**

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# 1. Overview

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

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

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

## The purpose of this form

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

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

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

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

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

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

## Provision of information

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

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

subsequently granted.

## Publication of information about applications and licensed services

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

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

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

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

## Data protection

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

## Keeping up to date with broadcasting matters

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

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

# 1. Applicant's details

## About this section

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

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

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

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

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

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

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

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

## **Applicant information and contact details**

1.1 Name of applicant (i.e. the body corporate that will hold the licence): **Croydon FM C.I.C**

1.2 Company registration number stated on Companies House: **11595394**

1.3 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: **6th Floor Amp House, Dingwall Road, Croydon, Surrey, CR0 2LX**

1.4 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.

1.5 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

**Clive Campbell**

Job title	<b>Director</b>
Address	<b>29 Saint George's Walk Croydon CR0 1YL</b>
Telephone	<b>0208 680 3591</b>
Mobile	
Email	<b>clive@croydonfm.com</b>

1.6 If the proposed Licensed Service has/will have a website, please provide the website address below. **www.croydonfm.com**

1.7 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.

**The proposed C-DSP service will be financed through a sustainable mix of business and community-driven income streams, building on the proven model already in place for our FM service. These include on-air advertising and sponsorship, community events, venue and room hire, merchandise, and earned income from fundraising and donations. This balanced approach allows us to diversify income while remaining accessible and community-focused.**

**We also seek occasional grant funding to support specific projects, particularly around training and youth engagement, but our day-to-day operations are structured to be self-sustaining. All income is managed transparently under our Community Interest Company structure, with any surplus reinvested wholly into improving facilities, delivering training, and strengthening our community offer.**

**We confirm that no funding is received from political organisations or religious bodies.**

**This approach ensures that the C-DSP service is aligned with our social mission, enabling us to deliver lasting community benefit.**

## **Ownership and control of the company which will hold the licence**

### **Details of officers, participants and shareholders of the applicant**

1.8 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
<b>Clive Campbell</b>	<b>29 Saint George's Walk Croydon CR0 1YL</b>	<b>UK</b>	<b>None</b>	<b>Director</b>
<b>Phoebe Herschdorfer</b>	<b>29 Saint George's Walk Croydon CR0 1YL</b>	<b>UK</b>	<b>None</b>	<b>Governance Officer</b>
<b>Sonya Dyer</b>	<b>29 Saint George's Walk Croydon CR0 1YL</b>	<b>UK</b>	<b>None</b>	<b>Content Creator</b>
<b>Nam Le</b>	<b>29 Saint George's Walk Croydon CR0 1YL</b>	<b>UK</b>	<b>None</b>	<b>Actuary</b>

1.9 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
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Comments

**There are no beneficial owners**

- 1.10 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
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N/A

- 1.11 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
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N/A

#### **Details of persons who control the applicant**

- 1.12 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
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N/A

- 1.13 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
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N/A

- 1.14 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
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N/A

- 1.15 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
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Full name of >5% participant	Number of shares	Total investment (£s)	Total investment (%)	% of voting rights
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N/A

Comments

### Involvement of the applicant in specified activities

1.16 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	<b>NO</b>	
a) A body whose objects are wholly or mainly of a political nature, or which is affiliated to such a body	<b>NO</b>	
a) A body whose objects are wholly or mainly of a religious nature; <sup>2</sup>	<b>NO</b>	
a) An individual who is an officer of a body falling within (b) or (c);	<b>NO</b>	
a) 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);	<b>NO</b>	
a) An advertising agency or an associate of an advertising	<b>NO</b>	

agency

### Details of applications, licences and sanctions

1.17 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

1.18 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

**CR102853**

**Croydon FM - Community Radio**

1.19 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

**September 2021 - Present**

**CR102853**

**Croydon FM - Community Radio**

1.20 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

1.21 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

1.22 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

- 1.23 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
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- 1.24 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
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- 1.25 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
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- 1.26 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".

# 1. 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

- 1.27 What is the proposed service name?

**Croydon**

- 1.28 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.

**South of The River Digital Radio**

- 1.29 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).<sup>3</sup>

## **29 Saint George's Walk Croydon CR0 1YL**

- 1.30 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.

**The proposed C-DSP service will operate as a simulcast of our existing licensed FM community radio service Croydon FM. Our licence number is CR102853.**

- 1.31 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.**

**The proposed C-DSP service will target communities across Croydon and the wider South London area within the coverage of the radio multiplex. Our primary demographic focus is 15–55 year-olds, representing a key segment of the borough's economically active and socially engaged population. While this age group is central to our service, the station will remain inclusive and accessible to all members of the community.**

**Building on the success of our community FM radio service, the C-DSP licence will allow us to expand digitally and create an additional platform for participation. This will give new and existing audiences across South London the opportunity to engage directly in the operation of the service, whether as volunteers, contributors, or listeners, and to access pathways for skill development in broadcasting, media, and digital production.**

**Croydon and South London are among the most diverse areas in the UK, with a rich cultural mix and rapidly changing population. Our target community reflects this diversity, encompassing people from a range of ethnic, cultural, and social backgrounds. The proposed service will provide a trusted space for these voices to be represented, fostering dialogue, cultural exchange, and greater mutual understanding.**

**By combining inclusive access with opportunities for creative and professional growth, the C-DSP service will strengthen social cohesion and contribute meaningfully to the cultural and civic life of Croydon and its neighbouring communities.**

- 1.32 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.**

**Croydon FM operates as a Community Interest Company (CIC), meaning our not-for-profit status is legally protected by the asset lock, which prevents any assets or profits from being distributed to directors or members. This structure guarantees that resources are applied solely for community benefit.**

**Our governance framework ensures accountability and transparency. The directors oversee financial management, supported by annual reporting requirements. Each year we submit a Community Interest Report to Companies House, outlining how our activities have delivered public benefit. This ensures that regulators, and the community can see clearly how funds are being used.**

**Any surplus revenue generated by the proposed C-DSP service will be wholly and exclusively reinvested into strengthening the service and delivering social gain. This will include maintaining and upgrading facilities, expanding free and low-cost training programmes in broadcasting and digital media, and supporting new initiatives designed to benefit our target communities.**

**We are committed to ensuring financial sustainability without compromising our community focus. Reinvestment will be guided by the long-term needs of the service and the communities it serves, ensuring that growth translates directly into social impact. By combining a legally binding not-for-profit structure with transparent reporting and responsible management, we will safeguard the C-DSP service for community use both now and in the future.**

## **Social gain**

- 1.33      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.

**Community broadcasting has long been recognised as a catalyst for social cohesion and development. The proposed C-DSP service will build on the proven success of Croydon FM, expanding our reach and deepening our impact across South London. This digital extension will enable us to engage new audiences while empowering them through direct involvement in content creation and station activities.**

**Our platform will provide accessible, trusted local news and information, addressing a clear gap in diverse urban areas where local voices and issues are often overlooked. By offering a safe space for dialogue and representation, we will help reduce social isolation and strengthen community identity, giving residents a sense of connection and belonging.**

**Participation will be central to delivering these benefits. Through volunteering and structured training, community members will develop skills in broadcasting, production, and digital media. These opportunities not only support personal growth but also enhance employability, civic engagement, and creative confidence. Our existing FM service has demonstrated success in this area, with participants progressing into higher education and careers within the media industry.**

**To broaden impact, we will collaborate with established community partners. For example, by working alongside organisations such as Croydon Voluntary Action, we can promote volunteering and extend our reach across grassroots groups. We also plan to engage youth-focused services, ensuring young people are supported with creative outlets and training opportunities. These collaborations will help ensure that a wide variety of voices and perspectives are represented on air.**

**The C-DSP service is therefore a strategic step forward, enhancing Croydon FM's social mission and strengthening community infrastructure. By combining a proven broadcasting model with meaningful partnerships, we will create lasting benefits for our target communities and contribute positively to the wider public.**

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

**As an extension of our successful FM community radio service, the proposed C-DSP service will act as a forum for discussion and the expression of diverse opinions. It will build on our established broadcast model while making use of new opportunities offered by digital platforms.**

**Our current programming already features online and on-air discussions, which will be expanded under the C-DSP service to engage the community directly on local and regional issues. Regular interview segments with local leaders, practitioners, and community members will continue to provide a platform for a wide range of perspectives on topics relevant to South London.**

**We will also strengthen our commitment to listener-led content, enabling individuals to share their stories and opinions. This approach ensures that programming reflects the voices and experiences of our community, rather than being shaped solely from the top down.**

**By combining curated programming with open, community-led dialogue, the C-DSP service will foster an informed, connected, and engaged public sphere.**

1.35                      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.**

**Our commitment to social gain is demonstrated through the way Croydon FM already ensures our target communities have access to facilities and training opportunities. The proposed C-DSP licence will allow us to extend this work further, building on the strong foundations of our existing community FM service.**

**Practically, our dedicated creative space already serves as a central hub for members, volunteers, and trainees. This space is open and welcoming to both existing participants**

and new community members, ensuring inclusivity at every level. We currently promote opportunities widely through our social media channels, mailing list, and partnerships with local community groups, and will continue to do so under the C-DSP licence. Sessions are scheduled regularly and adapted to meet the needs of our communities, while hands-on broadcasting experience ensures participants gain transferable skills and industry insight.

Formally, Croydon FM has delivered structured training programmes with a proven track record of success, particularly among young people in South London. These programmes have helped identify and nurture talent, and participant feedback has been consistently positive. The C-DSP licence will enable us to expand these opportunities, refining our training model to ensure high-quality outcomes. Our approach provides a clear pathway from introductory training through to active broadcasting and industry opportunities. One notable example is a young person who joined us with no prior experience, developed skills through our training and mentoring, and after several years secured a full-time producer role at a national commercial station. This demonstrates the tangible, long-term impact of our work.

Informally, we continue to foster a supportive culture of peer-to-peer learning and mentorship. Broadcasters, trainees, and volunteers naturally exchange knowledge and creative ideas, building confidence and expanding skill sets in an accessible, collaborative way. This complements our formal training and ensures participants gain both technical skills and a sense of belonging within a wider creative community.

By extending our service through a C-DSP licence, we will ensure that these practical, formal, and informal opportunities remain at the heart of our offer. Croydon FM is not only a broadcast service but a proven community resource, empowering individuals, developing talent, and delivering lasting social gain.

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

Croydon FM has already built strong foundations as a trusted community broadcaster, giving a voice to the diverse communities of South London. Our existing service has shown that by placing local people at the heart of programming, we can foster greater understanding of different cultures, experiences, and perspectives.

The C-DSP licence will allow us to strengthen and expand this work. We will continue to showcase stories, music, and discussions that reflect the lived realities of our community, while also creating space for dialogue on shared challenges and opportunities. This approach not only promotes understanding within specific groups, but also encourages connections across them.

We recognise that there is always more to learn, and we are committed to refining how we engage with and represent our communities. By remaining open, inclusive, and responsive, Croydon FM will continue to grow as a hub for dialogue, collaboration, and stronger community links.

- 1.37 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.**

**Croydon FM C.I.C has a strong track record in creating positive outcomes beyond broadcasting, with experience rooted in community engagement, training, and youth development. Over nearly a decade, our directors and members have designed and delivered projects that directly benefit local people, including skills-based workshops, employability support, and mentoring initiatives.**

**Our community-led approach has given participants the opportunity to build confidence, develop transferable skills, and engage in meaningful volunteering. Many of our activities are designed to reduce barriers to entry for young people and underrepresented groups, ensuring they feel supported to take part and grow.**

**Beyond structured training, we have also facilitated informal learning environments where peer-to-peer support and networking play a vital role. This balance of formal and informal opportunities has helped us to strengthen community links and encourage long-term personal development.**

**The breadth of experience within our team — spanning education, community engagement, and creative industries underpins our ability to deliver sustained social gain alongside our broadcasting service.**

## **Participation**

- 1.38 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.**

**Croydon FM has always placed community participation at the heart of its service, and the C-DSP licence will allow us to expand these opportunities further. We recognise that social gain is best achieved when communities are directly involved in shaping, operating, and managing the service.**

**Operational involvement is encouraged through a clear pathway from training to on-air participation. Members of our target communities are already invited to join as volunteers, broadcasters, or contributors, and we actively promote these opportunities through social media, our mailing list, and partnerships with local organisations. Participants receive structured training and mentoring, enabling them to take on meaningful roles in broadcasting, production, technical support, and event delivery. This ensures that community voices are not just represented but actively driving the service.**

**Management involvement is built into our structure as a Community Interest Company. We operate with transparency and openness, encouraging members to share ideas, raise**

issues, and contribute to decision-making. Regular meetings, feedback sessions, and direct communication with directors provide opportunities for input into programming, community initiatives, and strategic development. As the service expands under the C-DSP licence, we intend to strengthen this process by formalising advisory opportunities, giving more participants the chance to influence direction and governance.

Pathways for progression are a cornerstone of our approach. Volunteers and members who show commitment and leadership potential are supported to take on increased responsibility, from managing projects and teams to contributing to long-term planning. A number of our community members have already progressed in this way, demonstrating that our model not only engages participants but empowers them to grow into leadership roles.

By building on the success of our FM service, the C-DSP licence will enable us to provide even greater opportunities for operational and management participation. This inclusive approach will ensure that Croydon FM continues to be a platform shaped by, and accountable to, the communities it serves.

## Accountability

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

Members of our target community will be able to contact Croydon FM easily through multiple, accessible channels. These include direct email, telephone, and online contact forms via our website, as well as active engagement through our social media platforms (Instagram, Facebook, TikTok, and X). We will also maintain a mailing list to ensure regular communication and open lines for feedback, updates, and opportunities.

In addition to digital access, we will continue to attend and partner with local community events, ensuring visibility and accessibility to those who may not otherwise engage with us online.

Community members will be able to influence operations through both formal and informal mechanisms. Formally, we will invite feedback through surveys, consultation sessions, and periodic open forums, ensuring a structured way for ideas to shape programming and projects. Informally, we will foster ongoing dialogue between participants, volunteers, and management, allowing suggestions and perspectives to be shared naturally and acted on quickly.

By combining clear communication channels with proactive engagement, Croydon FM will ensure that community voices are not only heard but actively inform the operation of the service. This approach will strengthen accountability and keep the service responsive to the evolving needs of our community.

1.40                      How will suggestions and/or criticisms from members of your target community(ies) be

considered and acted upon? **Answer in fewer than 300 words.**

**Croydon FM takes feedback from its target communities seriously and has clear processes in place for handling suggestions and criticisms.**

**Members of the community will be able to share their views through accessible channels including email, our website contact forms, social media platforms, and surveys. We will also maintain regular communication through our mailing list and at local community events, where conversations can take place face-to-face in a safe and open setting.**

**All feedback will be reviewed by the management team and considered in relation to the aims and resources of the service. Where feasible, changes or improvements will be implemented, and we will communicate these outcomes clearly so that contributors can see the impact of their input. Where suggestions cannot be acted on immediately, we will remain transparent and ensure the feedback is recorded for future planning.**

**By maintaining multiple safe and accessible channels for input, and by being open about how decisions are made, we will ensure that suggestions and criticisms are treated constructively and fairly, helping us to refine and strengthen the service over time.**

## **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

**Croydon** (the on-air name of the programme service as in question 3.1 of this application)>

Service Description

**Croydon** is a radio service intended to serve

NOTE: The next 3 headings below are the components of the 'character of service'.

**Our target audience is the diverse community of Croydon and wider South London, with a core focus on 15–55 year-olds. The service will**

**reflect the borough's cultural mix and provide accessible, community-driven content for listeners interested in local news, issues, and creative expression. *in***

**Croydon and South London** NOTE: this can be all, or a subset of, the area covered by the radio multiples service described in the next column> (“*the target community*”) by

**The C-DSP service will extend Croydon FM's established community radio service, providing a digital platform for local news, music, and culture. It will expand participation, training, and volunteering opportunities, strengthening social cohesion and reflecting the diversity of Croydon and South London**

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).

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:

- ☐ the facilitation of discussion and the expression of opinion,
- ☐ the provision (whether by means of programmes included in the service or otherwise) of education or training to individuals not employed by the person providing the service, and
- ☐ the better understanding of the particular community and the strengthening of links within it.

Members of the target community shall contribute to the operation and management of the service.

The service shall have mechanisms in place to ensure it is accountable to its target community in the specific area or locality.

Transmission Schedule

**The service will operate 24/7, with live shows scheduled until 11pm, followed by an**

**automated service featuring recorded programmes, jingles, and adverts.**

Multiplex

**South of The River Digital Radio** (as per the licence advert): as in question 3.2 of this application, specify if small-scale or local multiplex the radio station plans to broadcast on>

# 1. 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.

- 1.41 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).

**The compliance lead at Croydon FM has received training in Ofcom's Broadcasting Code and rules since the launch of our FM service in 2018, covering due impartiality, harm and offence, sponsorship, and advertising. Annual refresher training is delivered, with the most recent session held in April 2024.**

**Compliance is also embedded through our internal policies and broadcaster inductions, which include practical guidance on programme standards and complaints handling, overseen directly by the compliance lead.**

**This combination of structured training, annual refreshers, and ongoing review of Ofcom updates ensures that compliance obligations are fully understood and consistently applied across both the existing FM service and the proposed C-DSP service.**

- 1.42 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.

**The compliance lead at Croydon FM has 7 years' practical experience applying Ofcom's Broadcasting Code and rules since the launch of our FM service in 2018. Responsibilities include overseeing live and pre-recorded content, broadcaster inductions, and regular programme reviews, with specific focus on impartiality, harm and offence, sponsorship, and advertising. Annual refresher training supports this work, most recently in April 2024. This experience ensures consistent compliance for our FM service and will extend directly to the proposed C-DSP service.**

- 1.43 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 Lead (Director Level)**

**Overall responsibility for compliance with Ofcom's Broadcasting Code and rules. Oversees policies, manages complaints, reviews content, and delivers annual compliance training.**

**Station Manager**

**Handles day-to-day compliance by monitoring live and pre-recorded output, briefing presenters, and ensuring programme logs and advertising follow regulations.**

**Training Coordinator**

**Provides compliance training during broadcaster inductions and refresher sessions, ensuring all volunteers and presenters understand their responsibilities under the Code.**

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

**All staff and volunteers involved in live programming will receive formal compliance training as part of their induction before going on air. Training will be delivered by the Compliance Lead and Station Manager, covering Ofcom's Broadcasting Code in key areas such as due impartiality, harm and offence, fairness, sponsorship, and advertising. Presenters and producers will be given practical guidance on managing live content, including handling phone-ins, pre-recorded material, and complaints procedures. Training will also cover the importance of accurate record-keeping, programme logging, and the use of delay systems where applicable.**

**Compliance staff will receive additional refresher sessions annually, with the most recent model of training updated in April 2024. Ongoing guidance and reminders will be provided throughout the year to ensure standards are consistently maintained.**

**This structured approach ensures all team members understand their**

**responsibilities under the Code and are confident in applying compliance procedures in practice.**

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

**Yes, compliance training will be mandatory for all staff and volunteers who are directly involved in broadcasting activities, including presenters, producers, and technical operators. This ensures that anyone responsible for live or pre-recorded content fully understands their obligations under Ofcom's Broadcasting Code.**

**For staff or volunteers not directly engaged in programming (e.g. administrative or event support roles), a general introduction to compliance and station policies will be provided, but the full compliance training will not be required.**

**This approach guarantees that all individuals who influence broadcast content are properly trained, while ensuring wider team members remain aware of our compliance responsibilities.**

1.1 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.

**To ensure compliance during live broadcasts, Croydon FM will implement a series of robust systems and procedures:**

- **Presenter & Guest Preparation: All presenters will undergo mandatory compliance training before being allowed on air. This training covers Ofcom's Broadcasting Code, including impartiality, harm and offence, fairness, sponsorship, and advertising. Presenters are also required to brief guests in advance about expected standards of behaviour and language.**
- **Pre-Broadcast Checks: Running orders and programme outlines are reviewed in advance by the Station Manager or Compliance Lead to identify potential compliance risks.**
- **Live Monitoring & Delay Systems: Presenters and producers are trained to monitor**

live output closely. For higher-risk programming, such as phone-ins, a broadcast delay system will be in use to allow inappropriate content to be edited before transmission.

- **Swift Response Procedures:** If non-compliant content is broadcast, presenters are trained to act immediately — for example, by challenging or clarifying a guest's comment on air, apologising where necessary, or cutting to music/alternative programming. Incidents will be logged, and the Compliance Lead will review and implement follow-up measures.

**These measures ensure that all live programming complies with Ofcom's codes and rules at all times.**

- 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.

**For pre-recorded material, Croydon FM will adopt a clear review and approval process:**

- **Internal Productions:** All pre-recorded shows and features produced by Croydon FM volunteers or staff will be reviewed by a trained member of the compliance team before broadcast. Checks will cover language, impartiality, fairness, and adherence to advertising/sponsorship rules.
- **Third-Party Content:** Any material sourced externally will only be accepted if provided by trusted partners and will be subject to the same compliance review before transmission.
- **Technical Safeguards:** All pre-recorded output will be stored securely and logged for a minimum of 42 days, in line with Ofcom requirements, allowing for retrospective checks if needed.
- **Ongoing Training:** Presenters and producers will receive guidance on editing content in line with compliance standards, ensuring that only appropriate material is submitted for approval.

**Through these combined systems, we will ensure both live and pre-recorded content consistently meet Ofcom's codes and rules, safeguarding the public and upholding our responsibilities as a licence holder.**

- 1.46 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.

**Croydon FM will ensure the character of service set out in the Key Commitments is consistently delivered through structured monitoring, clear accountability, and transparent reporting.**

**a) Monitoring**

**Output will be measured against the Key Commitments by reviewing programme schedules, playlists, and speech content. Random listening checks and feedback from presenters and audiences will further support this process.**

**b) Responsibility**

**Day-to-day monitoring will be led by the Station Manager, with overall accountability held by the Board of Directors. This ensures both operational and strategic oversight.**

**c) Frequency**

**Formal reviews will take place quarterly, supported by weekly spot checks to address any issues promptly.**

**d) Ensuring publication**

**Review findings will be collated and summarised in an accessible format, highlighting how the station continues to meet its commitments.**

**e) Public access**

**A summary of delivery will be included in our annual Community Interest Report (submitted to Companies House) and made available on request. Key highlights will also be shared via our website to maintain public accountability.**

**This balanced approach ensures Croydon FM remains compliant, transparent, and responsive to the needs of its community, while delivering the agreed character of service.**

1.47 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.

**Croydon FM will take a practical approach to monitoring and reporting off-air social gain activities to ensure they continue to meet our Key Commitments.**

**a) Monitoring**

**We will record participation in training, volunteering, and community projects, supported by simple feedback forms and internal notes. This provides evidence of delivery without creating unnecessary administration.**

**b) Responsibility**

**The Station Manager will lead day-to-day monitoring, with the Board of Directors providing oversight to ensure activities remain aligned with our commitments.**

**c) Frequency**

**Information will be collected after each activity and reviewed on a quarterly basis to track progress and identify any adjustments needed.**

**d) Ensuring publication**

**A summary of outcomes will be produced annually, showing the main activities delivered and the levels of participation achieved.**

**e) Public access**

**This summary will form part of our annual Community Interest Report, filed with Companies House and available on request. Headline highlights will also be shared on our website for wider community awareness.**

**This proportionate system ensures social gain activities are consistently monitored and transparently reported, while remaining manageable and sustainable for the organisation.**

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

**English**

1.49            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 programming on Croydon FM, including the proposed C-DSP service, is delivered in English. The compliance team operates entirely in English, and all members are fluent in the language. This ensures that every compliance role is fully able to monitor and review broadcast content against Ofcom's Code and rules.**

# 1. 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.

1.2 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.

1.3 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.

1.4 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 Broad-casting 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 prop-er 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:**

**Clive Campbell**

**Date of application:**

**01 September 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](#).**