



# Community Digital Sound Programme (C-DSP) licence

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## Application form – Part A (public)

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

**Quality Radio Enterprise Limited**

Proposed service name:

**Quality Radio**

Radio multiplex service(s) on which the proposed C-DSP service is to be provided (note this must be a small-scale multiplex area either previously advertised or currently being advertised by Ofcom as shown in the multiplex licence advertisement)

**Paisley and West Glasgow small-scale DAB radio multiplex**

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

**Robert McWilliam  
Quality Radio Enterprise Ltd.,  
7 Glasgow Road  
Paisley  
PA1 3QS**

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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 properness to hold a C-DSP licence.

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

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

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

### Applicant information and contact details

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

Quality Radio Enterprise Ltd.

2.2 Company registration number stated on Companies House:

SC571770 Registered in Scotland.

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:

8 Benview Road  
Clarkston  
Glasgow  
G76 7PP

- 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 | Robert McWilliam                                  |
| Job title | Director  |
| Address   | 2 Allands Avenue, Inchinnan, Renfrewshire PA4 9LG |
| Telephone | 0141 812 7570                                     |
| Mobile    | 07980 953 107                                     |
| Email     | bob@qualityradio.uk                               |

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

<https://qualityradio.uk>

- 2.7 How will the service be financed? If the applicant is receiving, or is likely to receive, any form of funding and/or financial assistance to establish and maintain the service, please provide details of who is providing that funding/financial assistance and the extent of it.

If you are receiving funding from, or on behalf of, a source that could be considered a political organisation or a religious body, you must set out the nature of that organisation here.

The service will be funded from a mix of sources to include grant applications from the National Lottery Awards for All fund; reserves held by Quality Radio Enterprise Ltd., sponsorship and advertising and general and appropriate grants from funding bodies.

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

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

2.8 Complete the following table, expanding it if necessary, to provide the following details for each director or designated member of the applicant (i.e. the body corporate that will hold the licence):

| Full name of individual | Correspondence address <sup>1</sup>  | Country of residence | Other officerships held (and nature of the business concerned) | Other employment |
|-------------------------|--------------------------------------|----------------------|--|------------------|
| Norman Ross             | 7 Glasgow Road<br>Paisley<br>PA1 3QS | Scotland UK          | Director Ross Inc Ltd.   | None             |
| Robert McWilliam        | 7 Glasgow Road<br>Paisley<br>PA1 3QS | Scotland UK          | None   | None             |
| James Cameron           | 7 Glasgow Road<br>Paisley<br>PA1 3QS | Scotland UK          | None   | None             |

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: Quality Radio Enterprise Limited is a company registered in Scotland, a private company, limited by guarantee and without share capital. It is a community social business and a registered charity at OSCR – Office of the Scottish Charity Regulator No. SC049193 |                  |                       |                      |                    |
|   |                  |                       |                      |                    |

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

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

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

| Full name of the entity | Address |
|-------------------------|---------|
| N/a                     |         |
|                         |         |
|                         |         |

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

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

| Full name of the entity | Address | Affiliates |
|-------------------------|---------|------------|
| N/a                     |         |            |
|                         |         |            |
|                         |         |            |

#### Details of persons who control the applicant

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

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

| Full name of individual or body | Address | Affiliates |
|---------------------------------|---------|------------|
| N/A                             |         |            |
|                                 |         |            |
|                                 |         |            |

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

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



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

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

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

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

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

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

| Name of body corporate identified in response to question 2.11 |                  |                       |                      |                    |
|--|------------------|-----------------------|----------------------|--------------------|
| Full name of >5% participant                                   | Number of shares | Total investment (£s) | Total investment (%) | % of voting rights |
| N/A  |                  |                       |                      |                    |
|  |                  |                       |                      |                    |
|  |                  |                       |                      |                    |
| Comments   |                  |                       |                      |                    |
| N/A  |                  |                       |                      |                    |

## Involvement of the applicant in specified activities

2.16 Please state below whether the applicant, or any of the directors, shareholders or other individuals named above, including their associates (i.e. directors of their associates and other group companies), is, or is involved in, any of the below, and the extent of that interest.

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

## 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                                   |
|----------------|---|
| CR102170       | CR analogue FM licence Paisley area on 107.5 MHz FM |
| CDP103950      | Small Scale DAB multiplex Glasgow city area         |
| CDP105508      | Small Scale DAB multiplex Inverclyde area           |

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

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                         |
|----------------|--|
| CR102170       | CR analogue FM licence Paisley area on 107.5 MHz FM. |
| CDP103950      | Small Scale DAB multiplex Glasgow city area          |
| CDP105508      | Small Scale DAB multiplex Inverclyde area            |
| DP102742       | This licence is currently not active.                |

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     |
|--|---------------------------|----------------------------------|
| Involvement 2014 - 2019                        | CR000263                  | Irvine Beat FM 107.2             |
| Involvement 2015 - 2018                        | CR000138                  | Pulse 98.4 (Barrhead)            |
| Director 2017 - 2022                           | CR102295                  | Revival 93 FM (Glasgow)          |
| Director 2013 - 2017                           | AL102497                  | Heartland FM (Pitlochry)         |
| Involvement 2015 – 2016                        | CR000256                  | CamGlen R. Rutherglen            |
| Director 2004 - 2015                           | CR000257                  | Celtic Music Radio 95FM          |
| Director 2000 - 2004                           | AL102937                  | Castle Rock FM 103<br>Your Radio |

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                        |
|----------------|---|
| CR102170       | Quality Radio 107.5 FM – CR FM Licence Paisley area |
| CDP103950      | Quality Radio DAB – Small-scale DAB Glasgow city    |
|                |   |

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."

On 1 July 2024, Quality Radio Enterprise Ltd., received an email from Ofcom Broadcast Licensing Team advising of a complaint about Quality Radio. We duly responded timeously to the requested questions and other documents.

On 23 July 2024, we receive email correspondence from Ofcom Broadcast Licensing stating: "We have decided not to open an investigation into Quality Radio's compliance with regards to the above requirements of its Key Commitments at this time and will not be pursuing this complaint any further."

# 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?

Quality Radio

3.2 On which radio multiplex service do you intend to broadcast? If the relevant radio multiplex licence has not yet been awarded, please state the name of the area that the multiplex service is intended to cover, as defined in the multiplex licence advertisement.

Paisley and West Glasgow area SS-DAB multiplex

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).<sup>3</sup>

7 Glasgow Road  
Paisley  
PA1 3QS

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

- 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.

Quality Radio 107.5 FM  
Ofcom licence number: CR102170

- 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 cover-age area of the radio multiplex service on which you intend to broadcast. **Answer in fewer than 400 words.**

Quality Radio is for all the people of Paisley and surrounding areas in Renfrewshire. The service provides a voice and a community resource through entertainment, local news, discussion, and the expression of opinion. The service has a local focus with people from all communities and all ages involved in its operation.

- 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.**

Quality Radio Enterprise is a registered charity with OSCR – Office of the Scottish Charity Regulator. Head office: Quadrant House, 9 Riverside Drive, Dundee DD1 4NY. Quality Radio Enterprise Charity number: SC049193.

Everyone, including directors, are volunteers with the social enterprise.

Any surplus from income activities and grant awards, are solely used to improve the social gain objectives. The company Articles of Association are the instrument to ensure the community enterprise is run on a not-for-profit basis. There are no shareholders.

## 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.

The community benefits include improving the general level of health and wellbeing in the local Paisley and Renfrewshire community, particularly the older generation by providing information and advice from our charity partners, which include ROAR – Connections for Life; Renfrewshire Citizens Advice Bureau, RAMH – Recovery Across Mental Health, Renfrewshire Anti Stigma Alliance (RASA) and Legal Matters advice from a Paisley solicitor and Renfrewshire CAB.



Quality Radio has established the **Quality Wellbeing Hub**. This includes advice and information from NHS Greater Glasgow & Clyde nursing staff on Healthy Minds Matter to include on-air surgeries from a nurse at a Renfrewshire Health Centre and Surgery.

Also, the **Quality Wellbeing Hub** programmes, broadcast on two days per week, include features on Health Matters, Healthy Minds Matters; Fitness Matters and Empower – recovery from eating disorders.

Apart from on-air ‘surgeries’ Quality Radio is moving forward with the **Quality Wellbeing Hub** in the community throughout Renfrewshire, with support from Renfrewshire Council Social Work and Renfrewshire Health and Social Care Partnership, Love Street, Paisley.

Quality Radio is an active founder member of Renfrewshire Anti Stigma Alliance (RASA), Love Street, Paisley. **RASA is an alliance of statutory, voluntary and community groups who have come together to influence and strengthen community action by empowering communities to end mental health stigma and discrimination and promote community health and wellbeing.**

Activities include tackling stigma in Renfrewshire in a proactive, meaningful and collaborative way. Examples are ‘Walk A Mile in May’ at Fountain Gardens, Paisley; RASA Walk a Mile Christmas Style in the Fountain Gardens, Love Street, Paisley in December; Wellbeing in the Park, Fountain Gardens, Love Street, Paisley. This includes live engagement with those attending and broadcast on Quality Radio on-air.

Quality Radio is expanding the programmes for hospital patient requests. In June 2025, volunteer presenter/producer Hugh Lindsay received an award from the National Association of Hospital Broadcasting Services for his involvement with patients and staff at the Royal Alexandra Hospital, Paisley, for the weekly patient’s choice request programme, plus involvement with the Quality Wellbeing Hub. As part of this activity, includes entertainment at residential homes operated by Renfrewshire Council Social Care Partnership at: Darkwood Court, Paisley; Speirsfield Gardens, Paisley; Springbank Complex, Paisley and Monkdyke House, Renfrew.

Quality Radio volunteers were invited to a Civic Reception by Glasgow City Council to acknowledge their contributions to NHS Greater Glasgow & Clyde, which serves Paisley and Renfrewshire, during Volunteers Week 2025. There is also a weekly music request programme specially for Sheltered Housing residents across Paisley and Renfrewshire at: Altpatrick Gardens, Paisley; Houston Court, Johnstone; The Oaks Complex, Johnstone; Darkwood Court, Paisley; Gallacher Court, Paisley; Speirsfield Gardens, Paisley; Springbank Complex, Paisley; Fulbar Court, Renfrew and Monkdyke House, Renfrew.

**Quality Radio also works with:**

Volunteer Services Manager, NHS Greater Glasgow & Clyde, Paisley  
Volunteer Development Officer, Engage Renfrewshire, Paisley  
Senior Community Partnerships Officer, Renfrewshire Health and Social Care Partnership, RASA, Paisley  
NHS Royal Alexandra Hospital, Paisley  
NHS Queen Elizabeth University Hospital, Glasgow  
Erskine Veterans Homes, Erskine, Renfrewshire  
Senior Communications Officers, Renfrewshire Council  
Provost of Renfrewshire is a community advisor.

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

Quality Radio will facilitate discussion and expression of opinion through a range programme features and topics to include health discussions and information from experienced health and wellbeing professionals.

There will be an opportunity for discussion and opinion through the Renfrewshire Citizens Advice Bureau based in Paisley. This is a regular on-air feature with the local Renfrewshire Citizens Advice Bureau specialist.

There will be a weekly Health Matters discussion with a Health Centre Practice Nurse, Healthy Minds Matter feature with a recognised wellbeing professional. NHS News features provide latest information on a wide range of subjects from NHS Greater Glasgow and Clyde Health Board

Listeners are invited to make contact with Quality Radio to answer questions and provide advice for this and the other organisations that we support. Also, they are invited to choose the music that they wish to hear. Quality Radio receives around 250 suggestions of music choices per month from listeners.

There will be discussions and opinions on football team performance, reports, and results to include St Mirren FC who play in the SPL plus Johnstone Burgh FC who won the Scottish Junior Cup 2025 plus other clubs: Renfrew FC, Arthurlie FC and other sports.

- 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 target community can gain access to the studio facilities at 7 Glasgow Road, Paisley.

Volunteering is open to all ages. All new volunteers will be supported one-to-one to provide technical assistance and practical assistance to help them achieve their goals from volunteering. Individual training is set at 50 hours for each new volunteers in the first year, and more advanced training is available to existing volunteers as they need it. Quality Radio facilities include the latest version of Myriad6 Cloud operating playout system.

We provide training in our dedicated studio at 7 Glasgow Road Paisley for school pupils, university students and adult learning groups with a 13-week course on radio broadcasting based on SQA level 5.

- 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.**

With the strong links and involvement with established community organisations across Renfrewshire including Engage Renfrewshire, RASA, Renfrewshire Health Care, RenSEN – Renfrewshire Social Enterprise Network - Quality Radio has a better understanding of the target community with a real and tangible strengthening of links with the community across Renfrewshire.

In addition, there will be a good proportion of content from our correspondents at local football clubs in Paisley, Renfrew, Johnstone and Barrhead.

- 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.**

Quality Radio has relevant experience in social gain and non-broadcast activities. The following list provides evidence of this provision.

1. Providing support and entertainment to residents in Renfrewshire Care Homes and Sheltered Housing in a Music Therapy project in association with Renfrewshire Social Care Partnership, Paisley.
2. Providing support and outreach for the community by attending Job Fairs in association with Engage Renfrewshire social action and Volunteer Network Manager. Off-site at UWS Student Campus Halls; Methodist Central Hall, 2 Gauze Street, Paisley; Tannahill Community Centre, Ferguslie Park, Paisley.
3. As an established body, the station often takes the lead role when working with partner organisations on community projects and events. Wherever possible, we use the power of the radio to help engage the public in the discussion and to encourage participation and attendance.

4. Quality Radio volunteers visit the RAH Paisley patients and nursing staff for broadcasting music requests and dedications on weekly programmes in association with NHS Greater Glasgow & Clyde Volunteer Manager support.

## 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.**

Members of the target communities currently have the opportunity to be involved in the operation and management of the service.

The management committee work together with local residents and listen to their ideas and encourage involvement in all areas, especially to identify any gaps in provision or new opportunities. For example:

Alix Brown, Paisley – Lead on social media platforms, content

Katie Boyle, Paisley – Lead on Business Matters local small business sector

Hugh Lindsay, Renfrew – Lead on Hospital Radio programmes visiting hospitals

Dr Elle Lindsay PHD, BA (Hons), Glasgow – Lead on Empower eating disorders information and advice

Angela Duncan, Paisley – Lead on social care homes entertainment/singing

Susie Barnes BA (Hons), Paisley – Lead on Healthy Minds Matters mental health issues.

Jeanette Tiffoney, Renfrew NHS Health Centre - RGN, SEN HNDip Adult, BSc, Nurse prescriber. For Health Matters features.

Ryan Donnelly, NHS News Editor and presenter for NHS GG&C news,

Bob Smith, Stevie Latimer – correspondents for football coverage.

All programmes will be open to feedback from the community via our Facebook page, email [admin@qualityradio.uk](mailto:admin@qualityradio.uk), website [qualityradio.uk](http://qualityradio.uk) and the Listeners Facebook page and the Wellbeing Hub Facebook page.

## Accountability

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

The target community can contact Quality Radio through the normal channels: they can call and leave a message, text or email our studio; they can complete a form on our website [qualityradio.uk](http://qualityradio.uk) and they can use social media - we are active on Instagram, Facebook and X. The target community population can talk to volunteers and committee members at the community events Quality Radio 107.5 FM attends. Quality Radio also has regular monthly meetings organised in community hubs.

- 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.**

Suggestions and criticisms are always welcome and are to the betterment of the service that is provided and/or increase the charitable benefit we provide.

Quality Radio will always respond to such input where possible.

All our volunteers are trained to pass any suggestions and/or criticisms of our service they receive. Points raised will be included in the weekly management meeting and acted upon.

Where a more formal complaint is received, it will be investigated, and the complainant will receive a formal response.

We aim to deal with all feedback objectively and fairly, interpedently, sensitively and respectfully and in a timely manner.

## 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    | <ENTER THE SERVICE NAME (the on-air name of the programme service as in question 3.1 of this application)> <b>QUALITY RADIO</b>  |
| Service Description | <p>&lt;ENTER SERVICE NAME&gt; Quality Radio is a radio service intended to serve the population of Renfrewshire, to include the towns of Paisley, Johnstone and Renfrew.</p> <p>NOTE: The next 3 headings below are the components of the ‘character of service’.</p> <p>&lt;ENTER DESCRIPTION OF TARGET AUDIENCE&gt; <i>in Paisley and Renfrewshire to include Johnstone and Renfrew towns, the target audience is provided with a voice and community resource through entertainment, local news, discussion and the expression of opinion.</i></p> <p>&lt;ENTER A DESCRIPTION OF THE LOCALITY&gt; NOTE: this can be all, or a subset of, the area covered by the radio multiples service described in the next column&gt; (<i>“the target community”</i>) by having a local focus with people from all communities and all ages involved from Paisley and Renfrewshire.</p> <p>&lt;ENTER A BRIEF STATEMENT OF MAIN PURPOSE OF THE RADIO SERVICE, ITS FUNCTIONS/ACTIVITIES describe in no more than 50 words&gt; The Quality Radio service provides a range of community benefits, social gain for the target community, both on-air and “off-air”. The facilitation of discussion and expression of opinion; the provision of education or training to individuals not employed by the person providing the service and a better understanding of the Paisley and Renfrewshire.</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</p> |

|                       |  |
|-----------------------|--|
|                       | <p>breach of this requirement if an existing studio ceases to fall within the coverage area merely as a result of technical changes to the Small-Scale Radio Multiplex Service outside the control of the Licensee).</p> <p>The Licensed Service shall have the characteristics of a Community Digital Sound Programme Service as set out in the 2019 Order and, in so doing, shall achieve the following objectives:</p> <ul style="list-style-type: none"> <li>• the facilitation of discussion and the expression of opinion,</li> <li>• 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</li> <li>• the better understanding of the particular community and the strengthening of links within it.</li> </ul> <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 hours.  |
| Multiplex             | <p>&lt;ENTER THE RADIO SERVICE MULTIPLEX SERVICE (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&gt; <b>Paisley and West Glasgow small-scale DAB multiplex.</b></p>   |



## 4. Compliance of the service

### About this section

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

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

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

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

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

Ofcom Monthly Bulletins updates are reviewed and noted where compliance issues and complaints are featured.

Regularly attend the UK Community Radio Network monthly managers meeting via Zoom with regards licence compliance issues and updates. Meeting chaired by Martin Steers on the first Monday of the month.

- 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.

The person named also has compliance experience having worked at BBC Information/BBC Audience Services/BBC Radio 2 programme liaison/BBC Reception Advice as a 'Digital Champion' for 15 years (1995-2010). Liaison with BBC Engineering at BBC TVC.

Duties included BBC listener and viewer programme comments and complaints with escalation procedures, if required, at BBC Audience Services, Broadcasting House, London W1A 1AA.

- 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** – to ensure all outputs and broadcasts on-air and streamed online comply with the Ofcom Broadcasting Code and licence Key Commitments. Monitoring of outputs and programme content using the DAB digital radio received off-air audio 42-day logging system. Also using the website Listen Again feature for checks. Ensuring the Key Commitments stated hours and duration.

**News editor** – compliance with Broadcast Codes re local news provision.

**Music content manager** – compliance with music scheduler using Myriad6 Cloud Payout re music content, song lyrics.

**Presenter and producer manager** - 1-2-1s performance and programming related matters with regards to licence Key Commitments, are on a quarterly rota basis.

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

All volunteers are provided with Compliance Procedures documents during induction when joining the service.

All station volunteers receive basic induction training in safety, expected behaviour and studio etiquette when they initially join the service – this includes Ofcom Broadcast Codes compliance information to ensure that they have an awareness of requirements, regardless of the role they eventually take on within the station.

Volunteers will receive training in checking music for broadcast and have access to our approved data base on Myriad6 Cloud.

At quarterly presenter/producer 1-2-1s the compliance of the Broadcasting Code is included in adherence.

- 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.

Yes, mandatory for all volunteer staff.

- 4.6 It is a licence requirement that a licensee must ensure that all programming on its service (broadcast at any time of the day or night) complies with Ofcom's codes and rules (e.g. Ofcom's Broadcasting Code, which sets requirements on standards to be observed in programme content for the protection of the public).

- a) Set out in detail below the systems the applicant intends to have in place to ensure it will be able to comply with the codes and rules when the service is broadcasting live content. Your response should include details of what you will do to prepare presenters and guests pre-broadcast and the process for ensuring that any non-complaint content is dealt with swiftly during the broadcast.

All presenters and producers do get training on the Ofcom Broadcasting Code and are therefore aware of the required standards and will be aware of the requirements when in the presence of a live microphone.

This includes guidance on preparing guests pre-broadcast, and how they should respond to any non-compliance issues that may occur during a live broadcast.

- 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.

Until we are confident that all presenters / producers have been fully trained and compliant, all pre-recorded content will be checked prior to broadcast.

Pre-recorded interviews are reviewed by a member the Compliance Lead or the Programme Controller, prior to being uploaded to the playout system. Externally produced programmes and features are subject to the same process.

All pre-recorded material will be reviewed, and if the presenter/producer has concerns about a link or the lyrics within a song, that can again be quickly reviewed to ensure compliance with Ofcom codes and rules.

- 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.

a) Monitoring of the character of the service will be as at present, listening to the service 'on-air' and referring to Listen Again anytime, plus the 42-day logger as required by the Ofcom licence.

b) Two people will be assigned for this monitoring task.

c) Sample output will be monitored weekly, particularly programmes that are speech heavy. Also, local news and sports bulletins produced by Quality Radio teams.

d) Information will be published on the qualityradio.uk website on a designated page.

e) As stated, the information will be published on the qualityradio.uk website which is publicly available.

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.

- a)** A social gain activity log and diary will be established to log all delivered activity and outcomes.
- b)** A volunteer will be appointed to oversee this monitoring and be responsible for inputs into a database.
- c)** This will be monitored on a monthly basis to ensure we are achieving our social gain goals as set out in the Key Commitments.
- d)** This information will be published on the qualityradio.uk website as a monthly report.
- e)** The information will be published and made available on the website qualityradio.uk and headline information on social media.

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

English.

4.10 For each language listed in response to question 4.9 please provide details of how many compliance team member(s) are fluent in each language and will be responsible for ensuring that content broadcast in that language complies with the Ofcom's code and rules. **Please do not give names of individual members of staff.**

As only English language will be spoken, every person is fluent in the language.

Two English speaking people will ensure compliance in that the language complies with the Ofcom Codes and rules.

# 5. Declaration

## About this section

This form must be submitted by the applicant named in response to question 2.2. An agent may not sign the form.

The person authorised to make the declaration on behalf of the applicant must print their name and must be one of the following :

- A director of the company or the company secretary where the applicant is a company.
- A designated member where the applicant is a Limited Liability Partnership.

The declaration must also be dated.

5.1 I hereby apply to Ofcom for the grant of a licence for the community digital sound programme service described above and declare that the information given in this application form is, to the best of my knowledge and belief, correct.

5.2 I further declare and warrant:

- a) that I am not a disqualified person within the meaning of that expression as defined in Part II of Schedule 2 to the Broadcasting Act 1990, as amended, or as a result of a disqualification order under Section 145 of the Broadcasting Act 1996;
- b) that having made all reasonable enquiries neither the applicant nor any person controlling the applicant, as a result of the grant to me of the licence, breach any requirement of Schedule 14 to the Communications Act 2003 with regard to the accumulation of interests in broadcasting services or to the restrictions on cross-media interests; and
- c) that the applicant is not disqualified by virtue of the provisions of section 143 (5) of the Broadcasting Act 1996 in relation to political objects and the provisions of section 144 (3) of the Broadcasting Act 1996 in relation to the provision of false information or through the withholding of information with the intention of misleading Ofcom; and
- d) that no director or person concerned directly or indirectly in the management of the applicant is subject to a disqualification order as defined by section 145 (1) of the Broadcasting Act 1996.

5.3 I understand that Ofcom reserves the right to revoke the licence (if granted) if at any time any material statement made to Ofcom is found to be false and to have been by the applicant or any member or officer thereof knowing it to be false. I also understand that under sections 144 and 145 of the Broadcasting Act 1996, the provision of false information could incur a criminal conviction and a disqualification from the holding of a Broadcasting Act licence. I further certify that, to the best of my knowledge, any matters which might 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:**

Robert McWilliam

**Date of application:**

26 June 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](#).**