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# Community Digital Sound Programme (C-DSP) licence

Application form – Part A (public)

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

Torbay Hospital Radio

**Proposed service name:**

Torbay Hospital Radio

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

Torbay

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

Mr. Lee Thomas, Torbay Hospital Radio, 01803  
655360, [lee@torbayhospitalradio.com](mailto:lee@torbayhospitalradio.com), Torbay Hospital Radio  
Torbay Hospital  
Newton Road  
Torquay  
Devon  
TQ2 7AA

Publication date: 1 June 2021

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## 1. Overview

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

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

## The purpose of this form

- 1.1 You should complete this form if you are applying for a Community Digital Sound Programme (C-DSP) licence.
- 1.2 A digital sound programme service intended for broadcast by means of a local or smallscale radio multiplex service requires either a C-DSP licence or a local DSP licence. Ofcom's published guidance notes set out some of the key issues that potential applicants need to consider in deciding which type of licence is suitable for them. In summary, C-DSP services are not run for financial gain and are required to provide social gain. C-DSP licences therefore include strict conditions to ensure that happens, and provide less flexibility than a local DSP licence. However, they do provide access to capacity that small-scale radio multiplex service providers are required to reserve solely for C-DSP services.
- 1.3 A C-DSP licence will be required even if the same programme service is also provided on any other platforms (e.g. FM, satellite), as separate licences are required for those.
- 1.4 As noted above, small-scale radio multiplex services will have reserved capacity for C-DSP services. Issue of a C-DSP licence does not, however, guarantee carriage on a small-scale (or local) radio multiplex service. That is a matter for agreement between the C-DSP licensee and the multiplex service provider, and there may be more C-DSP licences issued in a locality than there are reserved slots on the small-scale radio multiplex service. Note that a C-DSP service does not necessarily have to broadcast using reserved capacity. It can use unreserved capacity on a small-scale radio multiplex service or capacity on a local radio multiplex service, again subject to agreement with the multiplex service provider.
- 1.5 An application for a C-DSP licence will be accepted only once Ofcom has advertised the licence for the small-scale radio multiplex service upon which the proposed C-DSP service is intended to be provided. There is no closing-date by which an application for a C-DSP licence must be submitted (i.e. it can be submitted at any time after the licence for the relevant small-scale radio multiplex licence has been advertised).
- 1.6 You can find further information about how to determine if a service requires a C-DSP licence in Section 2 of the [guidance notes for applicants and licensees](#).

## Provision of information

- 1.7 Ofcom requires complete and accurate information to assess applications. This is so that we can assess your application against statutory criteria, consider whether those involved in the body applying for a licence are ‘fit and proper’ to hold a licence, and determine whether their involvement with other organisations disqualifies them from participation in a licence.
- 1.8 It is an offence under the Broadcasting Act 1996 (as amended) to provide false information or withhold relevant information during the application process, and may be grounds for revocation of a licence subsequently granted.

## Publication of information about applications and licensed services

- 1.9 Information provided in **Part A** of the application form will typically be published by Ofcom in our Monthly Radio Update publication the month following the submission of your application. This may take longer if the application is received late in the month. Information provided in **Part B** will not be published.
- 1.10 In submitting this application you agree that, should a licence be granted, Ofcom may publish contact details for the licensee (specified in Section 2 of Part B of the application form), which may include personal data, on the Ofcom website and/or in other relevant publications. If you have any questions about the information that we publish, or there are any changes to this information, you should contact the Broadcast Licensing team by email ([broadcast.licensing@ofcom.org.uk](mailto:broadcast.licensing@ofcom.org.uk)).
- 1.11 Ofcom considers issued C-DSP licences to be public documents and copies of licences will be made available to third parties on request albeit, other than the Key Commitments which are tailored to the service, C-DSP licences are standard form documents. A brief description of the licensed service will be published on the Ofcom website, along with the Key Commitments which form part of the licence.
- 1.12 Ofcom publishes a [monthly radio licensing update](#) which lists new services licensed, new applications, licences revoked, licence transfers, and changes to licensed services during the past month.

## Data protection

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

## Keeping up to date with broadcasting matters

- 1.14 We strongly recommend that the appropriate person at the applicant body signs up to receive Ofcom's regular email updates on broadcasting matters including notification when the Broadcast and On Demand Bulletin is published.
- 1.15 To sign up to receive these communications, you must visit [the email updates area of our website](#) and select 'Broadcasting.'

## 2. Applicant's details

### About this section

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

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

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

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

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

Torbay Hospital Radio

2.2 Company registration number stated on Companies House:

Registered Charity: 1053900

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:

Torbay Hospital Radio

Torbay Hospital  
Newton Road  
Torquay  
Devon  
TQ2 7AA  
United Kingdom

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

n/a (delete as appropriate)

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

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

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

Full name	Lee Thomas
Job title	Chairman & Station Engineer
Address	Torbay Hospital Radio Torbay Hospital Newton Road Torquay Devon TQ2 7AA
Telephone	01803 655360
Mobile phone	07401 332444
Email	lee@torbayhospitalradio.com

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

<https://torbayhospitalradio.com>

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

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

Torbay Hospital Radio, like many hospital radio stations relies on various sources of funding to support our operation, such as Donations, these contributions from individuals, businesses or organisations that support our mission and value the service we provide.

From fundraising events, such as tombola's, raffles, and other outside community events. Grants, we apply for grant applications from other charitable organisations, governmental bodies, foundations and community initiatives.

Sponsorships, we seek sponsorships from local businesses or corporate entities, these can involve financial support, in-kind donations or partnerships that benefit both parties.

Membership fees, where our loyal members pay an annual membership, these fees contribute to the stations funding.

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

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

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

Full name of individual	Correspondence address <sup>1</sup>	Country of residence	Other officerships held (and nature of the business concerned)	Other employment
Lee Thomas	8 Little Clovis Torquay TQ1 3EE	UK	Print FX Ltd Director - Printing Provider  Lee65 Ltd Director - IT Consultancy	Yes Nutri-Link Ltd IT Manager

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



			Newton Abbot Hospital Radio Chairman - Radio Service	
Stephanie Teece	3 Dunstone Close Paignton TQ3 3PA	UK	Newton Abbot Hospital Radio Trustee - Radio Service	Yes Almy & Thomas Solicitors Lawyer
Geoff Webb	12 Murley Crecent Bishopsteignton Teignmouth TQ14 9SH	UK	Newton Abbot Hospital Radio Trustee - Radio Service	Yes Garage Doors and Automation Technical Support Manager
Leanne Bevan	6 Yannons Court	UK	Newton Abbot Hospital Radio Trustee - Radio Service	Yes Grey Matter Ltd Senior Marketing Executive

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

Full name of >5% participant (existing and proposed)	Number of shares	Total investment (£s)	Total investment (%)	% of voting rights
n/a				
Comments				
Torbay Hospital Radio is a registered charity. There are no beneficial owners.				

- 2.10 Complete the following table, expanding if necessary, to identify any entities with which the applicant is affiliated. By affiliated, we mean companies that are related through

ownership, either with one company being a minority shareholder in the other, or through multiple companies being owned by a third party.

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

Full name of the entity	Address
n/a	

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

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

Full name of entity	Address	Affiliates
n/a		

### Details of persons who control the applicant

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

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

Full name of individual or body	Address	Affiliates
n/a		

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

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

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

Full name of individual	Name of body in which officership held	Affiliates of that body
n/a		

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

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

Full name of body corporate listed in 2.11	Body corporate controlled	Affiliates of body corporate controlled
n/a		

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

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

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

Torbay Hospital Radio is a registered charity. There are no beneficial owners.

## Involvement of the applicant in specified activities

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

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

<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.

## Details of applications, licences and sanctions

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

**Yes** (delete as appropriate).

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

Licence number	Name of multiplex
LRSL104403	Torbay Hospital Radio

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

**Yes** (delete as appropriate).

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

Licence number	Name of service or multiplex
LRSL104403	Torbay Hospital Radio

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

**Yes** (delete as appropriate).

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

Dates licence was held or dates of involvement	Licence number (if known)	Name of service or multiplex
01/01/2022 to date	LRL104403	Torbay Hospital Radio

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

**Yes** (delete as appropriate).

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

Licence number	Name of service or multiplex
LRL104403	Torbay Hospital Radio

- 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** (delete as appropriate).

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

Licence number	Name of service or multiplex
LRL104403	Torbay Hospital Radio

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

**No** (delete as appropriate).

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

Licence number	Name of service or multiplex
n/a	

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

**No** (delete as appropriate).

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

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

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

**No** (delete as appropriate).

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

Licence number (or equivalent)	Name of service or multiplex	Nature of the breach	Sanction 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?

**No** (delete as appropriate).

If yes, please provide the following details:

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

- 2.26 Please provide any further information you hold, relating to the past conduct of the applicant or those individuals listed, in regulatory matters or in matters going to honesty and/or compliance, which may be relevant to Ofcom's consideration of whether or not the applicant is fit and proper to hold a broadcast licence. If the applicant or the form signatory fails without reasonable excuse at this point to declare any matter of which Ofcom subsequently becomes aware, and which we do consider to be relevant to the applicant's eligibility to hold a licence, we will take it into account in determining the question of whether the applicant/licensee remains fit and proper to hold a licence.
- If you have no information to provide, please respond "N/A".

n/a



## 3. The proposed service

### About this section

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

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

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

### Your proposed service and target community

3.1 What is the proposed service name?

Torbay Hospital Radio

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

Torbay

3.3 Where is your proposed studio located? Please note that this must be located within the coverage area of the small-scale radio multiplex service identified in answer to 5.2 (or the advertised area for a small-scale radio multiplex service that has not yet been awarded).<sup>3</sup>

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

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Torbay Hospital Radio  
Torbay Hospital  
Newton Road  
Torquay  
Devon  
TQ2 7AA

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

n/a

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

Torbay Hospital Radio aims to serve a diverse target community within the geographical area of Torbay, including hospitals, community hospitals, GP surgeries, and care homes. Our radio service is designed to cater to the unique interests, needs, and characteristics of this community, while also providing valuable health broadcasting messaging.

Hospitals: Our primary focus is to provide entertainment, information, and companionship to patients, staff, and visitors within Torbay Hospital. We understand that being in a hospital environment can often be challenging and isolating, so we strive to create a positive and uplifting atmosphere through our radio broadcasts. We offer a variety of programming, including music, talk shows, and patient requests, to cater to different tastes and provide a sense of comfort and familiarity.

Community Hospitals: In addition to Torbay hospital, we plan to extend our services to community hospitals within the Torbay and South Devon NHS Trust catchment area. These facilities cater to patients requiring specialized care or rehabilitation services. By reaching out to community hospitals, we ensure that patients in these settings also have access to our radio programming, helping to alleviate boredom, enhance well-being, and provide a sense of connection to the larger community.

GP Surgeries: Recognizing the importance of health education and awareness, we plan to actively engage with GP surgeries in the NHS Trust catchment area. To provide health broadcasting messaging that includes information on disease prevention, healthy lifestyle habits, and available healthcare services. This supports the efforts of medical professionals in promoting well-being and empowering patients to make informed decisions regarding their health.

Care Homes: We extend our reach to care homes in the Torbay area, acknowledging the significance of providing entertainment and stimulation for elderly residents. Our radio service offers a platform for music, memories, and engaging content that can evoke nostalgia, spark conversation, and foster a sense of joy and connection among the residents.

By encompassing hospitals, community hospitals, GP surgeries, and care homes in our target community, Torbay Hospital Radio ensures that a wide range of individuals, spanning different age groups and health needs, can benefit from our services. We strive to create a welcoming and inclusive environment where patients, staff, family members, visitors and residents feel connected, entertained, and supported during their time in healthcare settings. Additionally, our health broadcasting messaging plays a vital role in

disseminating important information to promote well-being and enhance health literacy within the community.

- 3.6 How will you ensure that your proposed C-DSP service is run on a not-for-profit basis? Please give details of specific measures or arrangements in place to ensure this, and how any profit will be wholly and exclusively used for securing or improving the future provision of the service, or for the delivery of social gain. **Answer in fewer than 400 words.**

Torbay Hospital Radio will ensure the C-DSP service is run on a not-for-profit basis, as we are a registered charity run by volunteers. The service is sustained through the efforts of dedicated volunteers who generously donate their time and skills without financial compensation.

Fundraising activities and donations from individuals, businesses and organisations provide the necessary funds for equipment, maintenance, licensing fees and broadcasting expenses. Any surplus funds generated are reinvested back into the station's operations and initiatives, ensuring that the community benefits from our improved services.

As a registered charity, Torbay Hospital Radio upholds financial accountability and transparency, assuring donors and their contributions are used responsibly. By prioritising the community's interests and needs, the station remains focused on providing valuable entertainment, information and support to patients, staff, visitors and residents within the healthcare facilities and the wider community.

## 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.**

Entertainment and Companionship: Torbay Hospital Radio provides entertainment, music, and engaging programming that offer a source of comfort and companionship to patients, staff, and residents in healthcare facilities. Studies have shown that access to music and entertainment can reduce feelings of isolation, promote well-being, and improve the overall hospital experience. Testimonials from patients and healthcare professionals attest to the positive impact of Torbay Hospital Radio in providing a sense of comfort and connection.

Information and Health Messaging: Torbay Hospital Radio delivers health broadcasting messaging, including information on disease prevention, healthy living, and available healthcare services. This supports health literacy, empowers individuals to make informed decisions, and promotes well-being within the community. Collaborations with healthcare organizations, such as Torbay and South Devon NHS Foundation Trust and Public Health England, allow Torbay Hospital Radio to disseminate accurate and relevant health information to the target community.

Community Connection: Torbay Hospital Radio fosters community connection by providing a platform for local musicians, artists, and community members to showcase their talents and share their stories. This strengthens community bonds, celebrates local culture, and creates opportunities for engagement and participation. Collaborations with local music venues, arts organizations, and community groups enhance the diversity and inclusivity of the programming.

Volunteering and Skill Development: Torbay Hospital Radio offers volunteering opportunities, allowing individuals to contribute to a meaningful cause while developing skills in radio broadcasting, production, and community engagement. Volunteering has been associated with increased well-being, personal growth, and a sense of purpose. Testimonials from volunteers highlight the positive impact of their involvement with Torbay Hospital Radio.

Collaboration with Healthcare Providers: Torbay Hospital Radio plans to collaborate with healthcare providers, including hospitals, community hospitals, GP surgeries, and care homes, to ensure the service reaches the target community effectively. These collaborations allow for the integration of radio programming into healthcare settings, enhancing the patient experience and improving the well-being of individuals receiving care. Partnerships with healthcare providers also provide opportunities for joint initiatives, health campaigns, and feedback mechanisms to ensure the service meets community needs.

Overall, Torbay Hospital Radio brings entertainment, information, community connection, and volunteering opportunities to its target community. Through collaborations and evidence-based practices, the service contributes to the well-being and positive experiences of individuals in healthcare settings and the wider community.

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

Torbay Hospital Radio facilitates discussion and the expression of opinion through talk shows, interactive programming, and community engagement. Listeners can participate through phone-ins and online platforms, sharing their thoughts and experiences on various topics. Collaborations with community organizations further promote discussions and diverse opinions. The service creates a platform where individuals can engage in meaningful dialogue, exchange ideas, and contribute to the community's conversation.

- 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.

Torbay Hospital Radio is currently open to people aged 18 and over, and we invite people to join us who wish to develop broadcasting, technical or communication skills or who wish to help with events, ward visits, request collection, marketing, and fundraising.

For our presenter-based volunteering roles, we provide a rigorous training programme using industry standard digital desk and equipment, with professional grade broadcasting software.

As Torbay Hospital Radio, with a rich history on air since 1977, we have established strong community support and fostered connections with past volunteers who have pursued professional broadcasting careers. We have regular communications from our alumni, and this acts as a great source of motivation from our current team.

To ensure responsible broadcasting and adherence to the Broadcast Code, we provide a compensative induction and training programme that familiarises our team with their roles and responsibilities and broadcasters.

- 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 a history of nearly half a century, Torbay Hospital Radio has established strong connections with the leadership of the NHS trust and the wider community in Torbay. We actively engage with the community by conducting interviews at various events, incorporating them into our programming and later available as Podcasts.

The introduction of DAB broadcasting will expand our reach beyond our traditional audience of in-patients at Torbay Hospital, reaching out to friends, families, out-patients and individuals within a healthcare setting.

Our programming includes a diverse range of music genres, presented by passionate individuals who have a deep love for music, Torbay and the local community.

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

Torbay Hospital Radio have been providing a valuable hospital radio service since 1977, offering entertainment companionship and health broadcasting messaging to patients, staff and the wider community. This experience demonstrates a strong commitment to social gain and community well-being.

As a registered charity that operates entirely on volunteers, this showcases a dedicated team who selflessly contribute their time and efforts to service the community and exemplifies their commitment to social good and community service.

Our volunteers are drawn from all backgrounds, some have many years of broadcasting experience, community and volunteering experience and others are relatively new.

## 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.**

Torbay Hospital Radio, is a charitable organization, volunteering is a core objective. Individuals over the age of 18 can participate in our services, following DBS checks, induction, and training. We offer a range of roles, including on-air broadcasting, production, promotion, technical support, ward-visiting, fundraising, community liaison, reporting, administration, and finance responsibilities. As a constantly evolving organization, we continuously welcome new volunteers to join our team. Participating in Torbay Hospital Radio provides valuable training, experience, and opportunities for personal and professional growth. Many individuals who have been part of our service have kick-started their broadcasting careers, developed new skills, and enjoyed social connections.

The introduction of DAB broadcasting will allow us to expand our reach and attract a wider audience, enabling more people to appreciate the enriching experience that comes with being a member of our charity. The organization is governed by trustees, consisting of members, which means that anyone involved with the station has the opportunity to contribute to its management and strategic direction. This inclusive structure fosters a sense of ownership and involvement among our participants. At Torbay Hospital Radio, we believe in the power of volunteerism and the collective effort to make a positive impact on our community.

## Accountability

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

Torbay Hospital Radio actively encourages patients, friends, and families to engage with us through various channels such as our website, social media platforms, text line, and studio phone number. We value their ideas for programs, content, and feedback on how we deliver our service. Station management is open to considering these suggestions, while more strategic matters are overseen by our board of trustees. As a radio station based at Torbay Hospital, we maintain a close relationship with the NHS trust, which has been a longstanding supporter since our establishment in 1977.

To gather feedback and support our operations, we organize and attend regular fundraising events in the community where we actively seek input from attendees. Additionally, we conduct an Annual General Meeting (AGM) where our members are

updated on the charity's financial position, strategy, and future development. This ensures transparency and keeps our members informed and engaged in the decision-making processes of Torbay Hospital Radio. We are committed to maintaining open lines of communication and accountability to our listeners, members, and the hospital trust to continually improve our service and meet the needs of our community.

- 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.**



At Torbay Hospital Radio, we handle relatively trivial criticisms, such as song dislikes or differing points of view, that are received through our studio's text, phone line or social media profiles. Our presenters have the discretion to acknowledge or disregard these comments. Additionally, a member of the leadership team monitors the text and social media profiles on a daily basis.

When it comes to more significant comments or criticisms, the leadership team and trustees carefully consider them during our regular meetings. In such cases, we always respond directly to the correspondent. We also value feedback received while interacting with staff, patients, and attendees at fundraising events or during ward visits.

Volunteer feedback is an important part of our decision-making process, and it is thoroughly discussed during our trustees' meetings. All volunteers are welcome to participate in Annual general meetings, where they have the opportunity to vote for trustees and even stand for election to become trustees themselves.

At Torbay Hospital Radio, we actively seek and value feedback from our community, and we ensure that voices are heard and considered at various levels of our organization. We are committed to maintaining open and constructive communication channels that empower our volunteers and stakeholders to shape the future of our radio service.

## Draft Key Commitments

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

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

### ANNEX TO LICENCE

**LICENSED SERVICE NO**                      tbc

Licensed Service	Service Description	Transmission Schedule	Multiplex
<b>Torbay Hospital Radio</b>	<p><b>Torbay Hospital Radio</b> <i>is a radio service intended to serve Patients, Staff, Visitors, Friends, Family and People Using healthcare services in and around Torbay and South Devon and at Torbay Hospital in particular.</i></p> <p><b>Torbay and the Surrounding Area.</b></p>	Available 24 hours a day, but generally over 12 hours are automated.	<b>Torbay</b>

	<p><b>Torbay Hospital Radio provides entertainment, companionship, health broadcasting messaging, and a sense of community to patients, staff, and the broader community. Through our radio service, we aim to uplift spirits, enhance well-being, and create a positive impact on the lives of our listeners.</b></p> <p><i>The studio of the Licensed Service is located within the coverage area of the SmallScale Radio Multiplex Service identified above (n.b. the Licensee will not be in breach of this requirement if an existing studio ceases to fall within the coverage area merely as a result of technical changes to the Small-Scale Radio Multiplex Service outside the control of the Licensee).</i></p> <p><i>The Licensed Service shall have the characteristics of a Community Digital Sound Programme Service as set out in the 2019 Order and, in so doing, shall achieve the following objectives:</i></p> <ul style="list-style-type: none"> <li><i>the facilitation of discussion and the expression of opinion,</i></li> <li><i>the provision (whether by means of programmes included in the service or otherwise) of education or training to individuals not employed by the person providing the service, and</i></li> <li><i>the better understanding of the particular community and the strengthening of links within it.</i></li> </ul> <p><i>Members of the target community shall contribute to the operation and management of the service.</i></p> <p><i>The service shall have mechanisms in place to ensure it is accountable to its target community in the specific area or locality.</i></p>		
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## 4. Compliance of the service

### About this section

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

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

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

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

- 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).

As an existing OfCom License holder, Torbay Hospital Radio is committed to upholding compliance requirements. Compliance management is overseen by our chairman, who reports to the trustees of the charity.

Our dedicated team of volunteers, including experienced broadcasters, possess comprehensive knowledge of compliance regulations.

We actively stay updated with OfCom's broadcasting bulletins and share relevant information with our volunteers.

All broadcast content is recorded and retained for a minimum of 42 days.

We strictly adhere to guidelines by not utilising premium phone lines and on-air sponsorship content complies with the BCap Code.

- 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.

Torbay Hospital Radio strictly adheres to the standards outlined in the Broadcast Code. During induction sessions with new volunteers, we provide comprehensive compliance awareness training. In our regular station meetings, the chairman addresses various important topics, including complaint handling, election period guidelines, sensitivities surrounding obituaries or health-related news, and the importance of avoiding misinformation, particularly during the pandemic. We also ensure compliance with sponsorship and promotion regulations.

As participants in an application for the Torbay small-scale multiplex, we are part of a collaborative team that includes a newspaper publishing group, and commercial radio station Radio Exe. This partnership provides us with access to knowledgeable partners who are well-versed in broadcast and advertising compliance, as well as broader media law. Together, we strive to maintain the highest standards of compliance to ensure a responsible and trusted broadcasting service for our community.

- 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.

The trustees of Torbay Hospital Radio appoint the Chairman, who holds overall responsibility for compliance. This includes conducting compliance awareness training during inductions, providing regular briefings on compliance at programming team meetings, and distributing relevant case studies from Ofcom's Broadcast Code and bulletins. The Chairman monitors the output regularly and conducts feedback sessions with on-air volunteers.

To ensure adherence to compliance standards, we have comprehensive on-air presenter guidelines that extensively cover compliance issues. The station engineer, as a member of the leadership team, oversees the logging system, as well as a backup logging ensuring that recordings are retained for a minimum of 42 days, with automated alerts to trigger in the event of failure.

- 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.

At Torbay Hospital Radio, our volunteer induction program includes comprehensive compliance awareness training to ensure all volunteers are well-informed about compliance standards. Our training guide and policies provides a concise overview of the main codes, summarizing the key details for easy reference.

To further support compliance understanding, we provide a copy of our written Broadcast Code to all volunteers upon joining our organization, and take signed copies to ensure the volunteer has read and understood. They are also questioned about certain elements of this during training sessions. We actively encourage volunteers to familiarize themselves with Ofcom's Broadcast Bulletins and the ASA Published Rulings to stay updated on relevant regulations.

In our regular volunteer meetings, we prioritize the discussion of our values, aims, target audience, and the significance of adhering to all relevant laws and guidelines, particularly the Broadcast Code. We emphasize the importance of upholding compliance as an integral part of our radio service to ensure we provide a responsible and trustworthy broadcasting experience for our community.

- 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 – All of our training and policies are mandatory at Torbay Hospital Radio. All volunteers are required to undertake this training and compliance awareness sessions.

- 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 noncomplaint content is dealt with swiftly during the broadcast.

During volunteer induction, all volunteers at Torbay Hospital Radio undergo compliance awareness training, ensuring they understand the importance of adhering to regulatory

standards. They receive comprehensive on-air guidelines and are provided with the Broadcast Code and links to BCAP Code to supplement their training.

To ensure compliance with music content, our database of music has been thoroughly checked by our Library Manager. While our presenters have the freedom to choose their own music, it is a requirement that all tracks are listened to off-air before being added to the system to ensure compliance.

To maintain compliance in our interviews, we provide clear briefings to our guests regarding the nature of the interview and explicitly request that they refrain from using any inappropriate language, and a signed agreement document and policy is provided to any guest before being broadcast.

We also emphasize the responsibility of our presenters to identify any non-compliant content that may slip through our processes. They are instructed to apologize promptly, if necessary, and to promptly notify the leadership team of any compliance concerns.

At Torbay Hospital Radio, we prioritize compliance and take proactive measures to ensure that our content aligns with regulatory requirements, providing a responsible and reliable radio service to our community.

- 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.

All music uploaded to our broadcasting software is provided by record labels or reputable sources known to us and this is managed by our Library Manager.

We sometimes pre-record interviews which we try to record "as live" with our presenters, keeping to the same high standards and outlined within the broadcasting code.

- 4.7 Please set out how you will ensure ongoing compliance with your Key Commitments that relate to what you will broadcast on the station, including how you will monitor that these are being delivered e.g. who will be responsible for monitoring this, how often will they monitor it, how you ensure this information is published.



The chairman of Torbay Hospital Radio is responsible on an operational basis for ensuring we meet our key commitments and obligations, outlining those key commitments and how our volunteers can ensure we deliver them, is introduced at our induction and training processes as well as our Annual General Meeting and General Meetings.

We also keep logs of interviews and often are uploaded as podcasts to ensure we fulfil our promises about health and wellbeing content.

The chairman will keep the charity trustees abreast of our performance against our key commitments.

- 4.8 Please set out how you will ensure ongoing compliance with your Key Commitments that relate to the station's off-air social gain activities, including how you will monitor that these are being delivered e.g. who will be responsible for monitoring this, how often will they monitor it, how you ensure this information is published.

Our leadership team keep track of ward visits, volunteer and recruitment details and details of our fundraising, community engagement, fundraising and promotional efforts.

Our chairman who is responsible for our operational requirements and direction will ensure we meet our key commitments.

All of our activities are reviewed at each leadership meeting by the trustees and a report on our progress is provided at our Annual General Meeting.

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

English

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

All of our broadcasters are fluent in English.

## 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:**

LEE THOMAS

**Date of application:**

01/07/2023

I am authorised to make this application on behalf of the applicant in my capacity as Chairman.

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