
Community Digital Sound Programme (C-DSP) licence

Application form – Part A (public)

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

East Cleveland Community Radio Limited

Proposed service name:

Zetland FM

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)

Middlesbrough and Redcar

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

Jeremy Gartland, East Cleveland Community Radio Limited, Redcar Beacon, Esplanade, Redcar.
TS10 3AA.

Tel: 01642 919444 Email: jeremy.gartland@zetlandfm.co.uk

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1. Overview

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

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

If you encounter any issues using these forms, please contact broadcast.licensing@ofcom.org.uk.

The purpose of this form

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

Provision of information

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

Publication of information about applications and licensed services

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

Data protection

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

Keeping up to date with broadcasting matters

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

2. Applicant's details

About this section

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

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

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

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

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

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

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

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

Applicant information and contact details

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

East Cleveland Community Radio Limited

2.2 Company registration number stated on Companies House:

08362780

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:

Redcar Beacon, Esplanade, Redcar, Cleveland, TS10 3AA

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

Yes (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	Jeremy Gartland
Job title	Director and Station Manager
Address	Redcar Beacon, Esplanade, Redcar, Cleveland, TS10 3AA
Telephone	01642 919444
Mobile phone	07989 470511
Email	jeremy.gartland@zetlandfm.co.uk

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

www.zetlandfm.co.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.

Zetland FM has held an Ofcom community radio licence (CR100123) since August 2015.

Zetland FM is financed from funding and also the sale of advertising and sponsorship within Ofcom’s published financial guidelines for community radio stations.

We do not receive funding from political organisations or religious bodies.

We have submitted a ‘Community Radio Finance Report’ every year as required by Ofcom, which gives a detailed breakdown of how we are funded. We can provide copies of these if required.

Ownership and control of the company which will hold the licence

Details of officers, participants and shareholders of the applicant

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

Full name of individual	Correspondence address ¹	Country of residence	Other officerships held (and nature of the business concerned)	Other employment
Jeremy Gartland	Zetland FM, Redcar Beacon, Esplanade, Redcar. TS10 3AA.	UK	Erimux Limited - Radio Communications Countdown Radio Limited - broadcasting Harmony Broadcasting Limited - broadcasting	IT Manager
Andrew Quince	Zetland FM, Redcar Beacon, Esplanade, Redcar. TS10 3AA.	UK	Erimux Limited - Radio Communications Quince Technologies	
David Gaulter	Zetland FM, Redcar Beacon, Esplanade, Redcar. TS10 3AA.	UK		

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%

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

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
Comments				
East Cleveland Community Radio Limited does not have shareholders or beneficial owners, the company is ‘private, limited by guarantee, no share capital’				

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

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

Full name of the entity	Address
N/A	

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

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

Full name of entity	Address	Affiliates
N/A		

Details of persons who control the applicant

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

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

Full name of individual or body	Address	Affiliates
N/A		

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

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

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

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

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

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

- 2.15 In relation to each body corporate identified in response to question 2.12, complete the following table, expanding it if necessary, to list all bodies which hold or are beneficially

entitled to shares, or who possess voting powers, amounting to more than 5% in the body corporate concerned (i.e. “participants”). You may, but are not required to, exclude from this table any bodies listed in response to question 2.12. If you are unable to provide a complete answer to this question in relation to beneficial owners, please state whether you have any reason to suspect the existence of any beneficial owners.

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

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

Involvement of the applicant in specified activities

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

Activity/involvement	Yes or No	Please state who is involved; the name of the body/individual/agency they are involved with; and the extent of their involvement
A local authority	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; ²	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	

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

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

Licence number	Name of multiplex
CR100123	FM licence for Redcar and Cleveland

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

No

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

Licence number	Name of service or multiplex

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

N/A	

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

No

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

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

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

No

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

Licence number	Name of service or multiplex
N/A	

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

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)?

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?

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?

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?

No

If yes, please provide the following details:

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

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

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

N/A

3. The proposed service

About this section

This section asks you to describe your proposed service, including the Key Commitments you propose to include in your licence. This includes your service name, multiplex name and character of service, in addition to standard commitments that all C-DSP licensees need to abide by. Holders of an existing analogue community radio licence to be a 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?

Zetland FM

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.

Middlesbrough and Redcar

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).³

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

Redcar Beacon, Esplanade, Redcar. TS10 3AA.

- 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.**

Our target community is the borough of 'Redcar and Cleveland'.

We define this area as being the borough of Redcar and Cleveland, including the towns of South Bank and Eston at the western side of our transmission area, and with Loftus and Liverton Mines at the eastern side.

- 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.**

Zetland FM has operated on a not-for-profit basis since August 2015, with funds generated by the company being reinvested in the company in order to provide a radio service for Redcar and Cleveland. This is evidenced in the annual 'Community Radio Finance Reports' that we have submitted to Ofcom over the past seven years, copies of which we can provide on request.

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.**

Zetland FM has been broadcasting to Redcar and Cleveland since August 2015. The social gain of the radio station has been immense.

Through our programmes, Zetland FM reaches sections of the community who traditionally have difficulty accessing existing services. This includes the disadvantaged, unemployed and the elderly. We can also reach sections of the community who currently feel under-represented by the current media. This includes minority groups, ethnic groups, children and young people, and older people.

During our time on air, we have given hundreds of local organisations access to the airwaves, interviewing thousands of local people and facilitating outside broadcasts and live events.

We have also given hundreds of local people the opportunity to become involved with the radio station, providing training and development opportunities. Most recently we have assisted a local mental health charity to produce a series of podcasts.

We have facilitated discussion around a huge number of important local issues, including the closure of Redcar steel works in 2016, the demolition of the much-loved Regent Cinema in 2021, and crustacean deaths along the local coastline. Our local news bulletins feature police appeals, lifeboat rescues and updates on services from the local council, as well as the many other issues which affect our community.

Zetland FM also provides a cost effective advertising platform for local businesses.

Our former morning show presenter, the late Julie Donaldson, was 'female presenter of the year' at the 2018 Community Radio Awards. Her programme 'The Morning Mix' was 'programme of the year' at the 2019 awards. Zetland FM was nominated for the Queens Award for Voluntary Service in 2018.

During the covid pandemic, we were able to promote organisations and services which were available to assist the vulnerable, as well as providing a friendly voice through our programmes to those who were isolated or lonely.

Zetland FM has operated within it's key commitments for seven years and continues to provide entertaining and engaging content for Redcar and Cleveland

In our application to Ofcom for an FM licence in 2013, we stated "We aim to raise aspiration levels of our volunteers, instilling a sense of ownership, pride and belonging to the radio station. We want our volunteers to be able to switch on Zetland FM at home or in the car and say proudly to those who are with them: "I'm part of the team". It's our belief we have achieved this.

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

Zetland FM's award-winning weekday 'Morning Mix' programme features a daily guest from a local charity or organisation to discuss their work.

We regularly provide updates from representatives from the local police, fire brigade, and other public bodies to provide information and updates on the services they provide.

Our local news bulletins provide updates on items of local interest, including interviews with local decision makers and persons of interest.

- 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.**

We have provided training at our studios at the Redcar Beacon for the past seven years, and have also organised sessions in local schools and businesses for on-site training to take place.

We have a full broadcast studio which is available for training purposes, to enable members of the community to receive training using the same equipment we use for our broadcast services.

The training takes place in mainly informal sessions, with a large amount of one to one training taking place. During our time on air we have also invited experts from various fields to provide training and masterclass sessions, including journalists, social media experts, and fundraising specialists, as well as many experts from the radio and broadcasting industry.

- 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.**

In the seven years we have been on air, Zetland FM has become a respected local voice and is seen as a central part of the community we serve.

On a daily basis we promote the borough of Redcar and Cleveland and the work of those in the community. We support local groups and organisations and assist them in promoting the services they provide, including advertising events, recruiting members and appeals for help where required.

We are involved with tourism events to promote the area, providing support to event organisers and a presence at the event on the day, often including live broadcasting.

We strengthen links within the community by making our listeners aware of the large number of organisations and services which are available to them, and signposting people to these services to ensure maximum interest.

- 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.**

Jeremy Gartland - in addition to working in radio, Jeremy has had a huge involvement in the local community through his work in local schools, providing training to young people in computers and IT, and also radio skills. He has also tutored adult education classes.

Andrew Quince - as well as running a business providing IT support to the education sector, Andrew supports the local guide dogs for the blind association, training puppies in his own home in readiness for formal training. He is also a keen swimming coach of local young people.

David Gaulter - as well as his full-time job as an English teacher in a local secondary school, David supports local organisations through his involvement in local amateur dramatics and his interest in supporting local youth groups.

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.**

In the seven years we have been on the air we have enabled hundreds of members of the local community to become involved in the service.

Our team is made up entirely of local people, who volunteer their time to ensure the successful operation of the radio station. We actively promote on-air the fact that there are opportunities for people to get involved with the radio station, and also on our website and social media.

We are involved with local schools and colleges to offer work experience opportunities to students, for example the annual 'Inspiring Women Awards' in the borough, with an opportunity for a girl from a local school to spend the day at Zetland FM 'shadowing' one of our female presenters.

Accountability

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

We offer a large number of methods for our audience to contact the radio station, including phone, post, text, email, WhatsApp, Facebook and Twitter.

We regularly ask for feedback on the service from local people, both on air and on our social media channels, and follow up any comments which are received.

Our studios are located centrally in Redcar town centre and are easily accessible geographically. We have a generally open-door policy – subject to normal security measures – during office hours.

We engage informally with potential and actual listeners whilst we are ‘out and about’ at local events and outside broadcasts, where we encourage listener feedback which is passed on to the station manager.

- 3.14 How will suggestions and/or criticisms from members of your target community(ies) be considered and acted upon? **Answer in fewer than 300 words.**

We use on air and social media promotions to invite listeners and members of our target community to comment on the service provided by Zetland FM.

When comments and feedback are received, they are viewed by the management team, who ensure that this valuable feedback is acted upon at the highest level.

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
Zetland FM	<p>The following is duplicated from our current key commitments document available at: http://static.ofcom.org.uk/static/radiolicensing/Community/commitments/cr100123.pdf</p> <p>Description of character of service</p>		Middlesbrough and Redcar

C-DSP licence: Application form (Part A)

	<p>Zetland FM is for the people of Redcar and surrounding areas of East Cleveland. It offers a truly local radio service designed to entertain and inform, and with programmes made for the community by the community.</p> <p>The service broadcasts:</p> <p>Music. The main types of music broadcast over the course of each week are: classic songs from the last 40 years, and popular current tracks.</p> <p>Speech. The main types of speech output broadcast over the course of each week are: local news, sport, weather, community and event information, interviews and discussions.</p> <p>The service provides original output for a minimum of six hours per day.</p> <p>The service provides locally-produced output for a minimum of 13 hours per day.</p> <p>The studio is located within the licensed coverage area.</p> <p>The service provides a range of community benefits (social gain objectives mandated by statute)</p> <p>for the target community, both on-air and off-air, and in doing so, achieves the following objectives:</p> <p>the facilitation of discussion and the expression of opinion,</p> <p>the provision (whether by means of programmes included in the service or otherwise) of</p> <p>education or training to individuals not employed by the person providing the service, and</p> <p>the better understanding of the particular community and the strengthening of links within it.</p> <p>Members of the target community contribute to the operation and management of the service.</p>		
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C-DSP licence: Application form (Part A)

	The service has mechanisms in place to ensure it is accountable to its target community.		
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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).

Jeremy Gartland is the station manager at Zetland FM and is the person responsible for overall compliance of the service.

Jeremy has almost 35 years experience in professional radio and broadcasting, and is fully conversant with the Ofcom Broadcasting Code. He has worked for a number of commercial radio stations in the north-east where his duties included radio station management, programming, scheduling and production. During this time he has attended many training sessions on compliance and the broadcasting code.

Zetland FM is a member of the Community Media Association and Jeremy has attended a number of seminars and training sessions relating to compliance and best practice.

Other members of the station board, as well as the wider team, have additional expertise in compliance and adherence to the Ofcom broadcasting code, and they are available to be called upon as required.

- 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.

Jeremy has worked in radio for more than thirty years, and during this time has attended many in-house training sessions at radio stations he has worked at. Whilst it is not possible to provide exact dates for these, this training occurred at various times between 1990 and 2020.

In the 90's, Jeremy was the author of an accredited training course in Community Radio Skills, which included a section on compliance.

Jeremy subscribes to the Ofcom broadcast email updates to ensure that he is fully up-to-date with matters relating to broadcast compliance.

- 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.

Station Manager - responsible for ensuring the compliance of the station, and that all members of the team are trained in compliance matters.

Training Manager - responsible for ensuring that all members of the team receive training in compliance matters, and that this is kept up to date.

Programme Presenters - responsible for ensuring that the content of the programmes they present complies with the Ofcom Broadcasting code, and to seek advice from the station manager or other senior team member if compliance assistance is required.

Programme Producers - responsible for ensuring that the content of the programmes they produce complies with the Ofcom Broadcasting code, and to seek advice from the station manager or other senior team member if compliance assistance is required.

- 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.

Zetland FM provides training for all staff involved in live programming, including presenters and producers.

Many of our team have considerable experience and expertise gained during many years of broadcasting with the BBC and commercial radio, and whilst already familiar with the broadcasting code, are still required to keep up to date with relevant broadcasting rules and guidance during their involvement with Zetland FM.

The experience of these team members is then used to disseminate knowledge and good practice to less experienced team members in order to ensure that their programmes are compliant at all times.

- 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

- 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.

As outlined above, all team members undertake compliance awareness training as part of their induction. We provide them with on-air guidelines and also links to the Broadcast Code and BCAP Code.

All music in our broadcast systems has been checked for compliance by the station manager. Presenters of specialist music programmes are aware that any music which is played which is not originated on the station's own systems must be listened to off-air before broadcast for compliance reasons.

Live interviews are only carried out by experienced team members who ensure that any guests are briefed about the nature of the interview and guests are reminded that they must not swear, for example.

In the event that any non-compliant content or material were to slip through our rigorous checks, our presenters are aware of their obligations to apologise at the earliest opportunity, where appropriate, and to alert the station manager/compliance officer.

Zetland FM has been on the air for over seven years, and in all this time we have never had an instance where non-compliant content has been 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.

All pre-recorded material will be screened by the station manager to ensure that it is produced by reputable, experienced broadcasters who are aware that Zetland FM requires compliance with the broadcasting code at all times.

At present, Zetland FM only broadcasts one pre-recorded programme and one live streamed programme, both of which are produced by individuals who have satisfied us that the programmes they provide will exceed the requirements of the relevant broadcasting codes.

- 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.

All decisions relating to programming on Zetland FM are considered in relation to the station's key commitments.

The station manager and board of directors meet regularly to discuss any issues relating to key commitments and the station manager regularly monitors and reviews the programming on the radio station to ensure it is compliant.

- 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.

As with 4.7 above, the station manager and board of directors regularly discuss the social gain activities of the radio station to ensure that these are being delivered.

We continually endeavour to ensure the radio station is active in the local community, covering issues which impact and interest our listeners. We also are involved at numerous events and activities in the local community. The vast majority of our programmes are produced locally by volunteers who have received in-house training as per our social gain commitments.

The station manager has overall responsibility for compliance and monitoring of our off-air social gain activities against our commitments.

- 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 team members 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:

JEREMY GARTLAND

Date of application:

24/02/2023

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

Company Director

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