

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):

Bedfordshire Health Radio

Proposed service name:

Bedfordshire Health 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)

Bedford small-Scale DAB Multiplex (Block 9C), In2dab

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

Mr Chris Jones, Chair of BHR / HRB

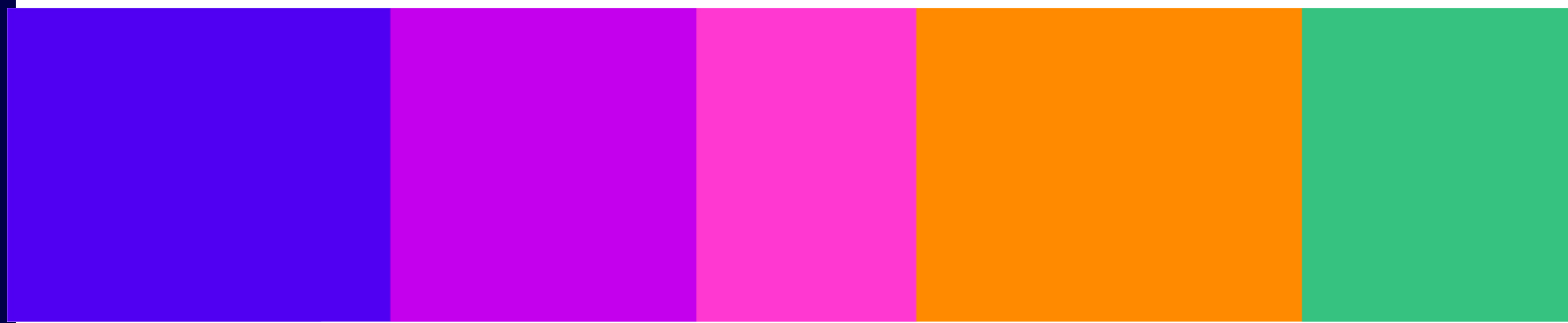
Tel: 01234 792020 or 07768 435362

Email: Chairman@hospitalradiobedford.org.uk

Bedfordshire Health Radio / Hospital Radio Bedford



Bedford Hospital NHS Trust, South Wing, Kempston, Bedford, MK42 9DJ



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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

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

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

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

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

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

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

Provision of information

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

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

Publication of information about applications and licensed services

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

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

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

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

Data protection

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

Keeping up to date with broadcasting matters

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

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

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):

Bedfordshire Health Radio

2.2 Company registration number stated on Companies House:

CE020330

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:

Bedfordshire Health Radio / Hospital Radio Bedford

Bedford Hospital NHS Trust, South Wing, Kempston, Bedford, MK42 9DJ

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

No (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	Mr Christopher Jones
Job title	Trust Chair
Address	Bedfordshire Health Radio / Hospital Radio Bedford Bedford Hospital NHS Trust, South Wing, Kempston Road, Bedford, MK42 9DJ
Telephone	01234 792020
Mobile	07768 435362
Email	Chairman@hospitalradiobedford.org.uk

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

[Https://Hospitalradiobedford.org.uk](https://Hospitalradiobedford.org.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.

Core funding of the organisation is through membership of the organisation's participants (Presenter and back-office staff) as well as public donations from outside broadcast events, which we provide to local charity events.

The organisation is applying for grants from various charities that support our aims-community involvement and support of health issues-as well as local institutions and businesses.

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
Mr Christopher Jones	Bedford Hospital NHS Trust, South Wing, Kempston Road, Bedford MK42 9DJ	UK	N/A	Retired
Mr Mark Kiteley	Bedford Hospital NHS Trust, South Wing, Kempston Road, Bedford MK42 9DJ	UK	Director of Garmar Services Ltd – Management Consultancy Associate Director of Knowledge Schools Trust – Multi Academy Trust	

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

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

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

Comments				
N/A				

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

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

Full name of the entity	Address
N/A	

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

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

Full name of the entity	Address	Affiliates
N/A		

Details of persons who control the applicant

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

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

Full name of individual or body	Address	Affiliates
N/A		

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

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

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

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

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

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

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

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

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

N/A

Involvement of the applicant in specified activities

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

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

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

Details of applications, licences and sanctions

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

No (Delete as appropriate)

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

Licence number	Name of multiplex
N/A	

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

No (Delete as appropriate)

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

Licence number	Name of service or multiplex
N/A	

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

No (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
N/A		

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

No (Delete as appropriate)

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 (Delete as appropriate)

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

Licence number	Name of service or multiplex
N/A	

- 2.22 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		

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- 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 simul-cast on the proposed C-DSP service can replicate the existing analogue key commitments as it is our expectation that the key commitments for simulcast services are to be in keeping with one another. If a licence is granted, the information you provide in this section will be used to form the basis of the annex to your licence. You will only be authorised to broadcast what is detailed in the annex of the licence.

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

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

Your proposed service and target community

3.1 What is the proposed service name?

Bedfordshire Health 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.

Bedford DAD (Block 9C) Area

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

Bedfordshire Health Radio / Hospital Radio Bedford

Bedford Hospital NHS Trust, South Wing, Kempston, Bedford, MK42 9DJ

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

- 3.5 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.**

The target community for Bedfordshire Health Radio to broadcast its service to is people within the community with sickness, poor health, and old age living in the Bedford and surrounding area. This includes, generally but not exclusively, people in the Bedford Hospital, residential care homes, and similar health care organizations in this locality and surrounding area covered by the multiplex provider (DAB, 9C).

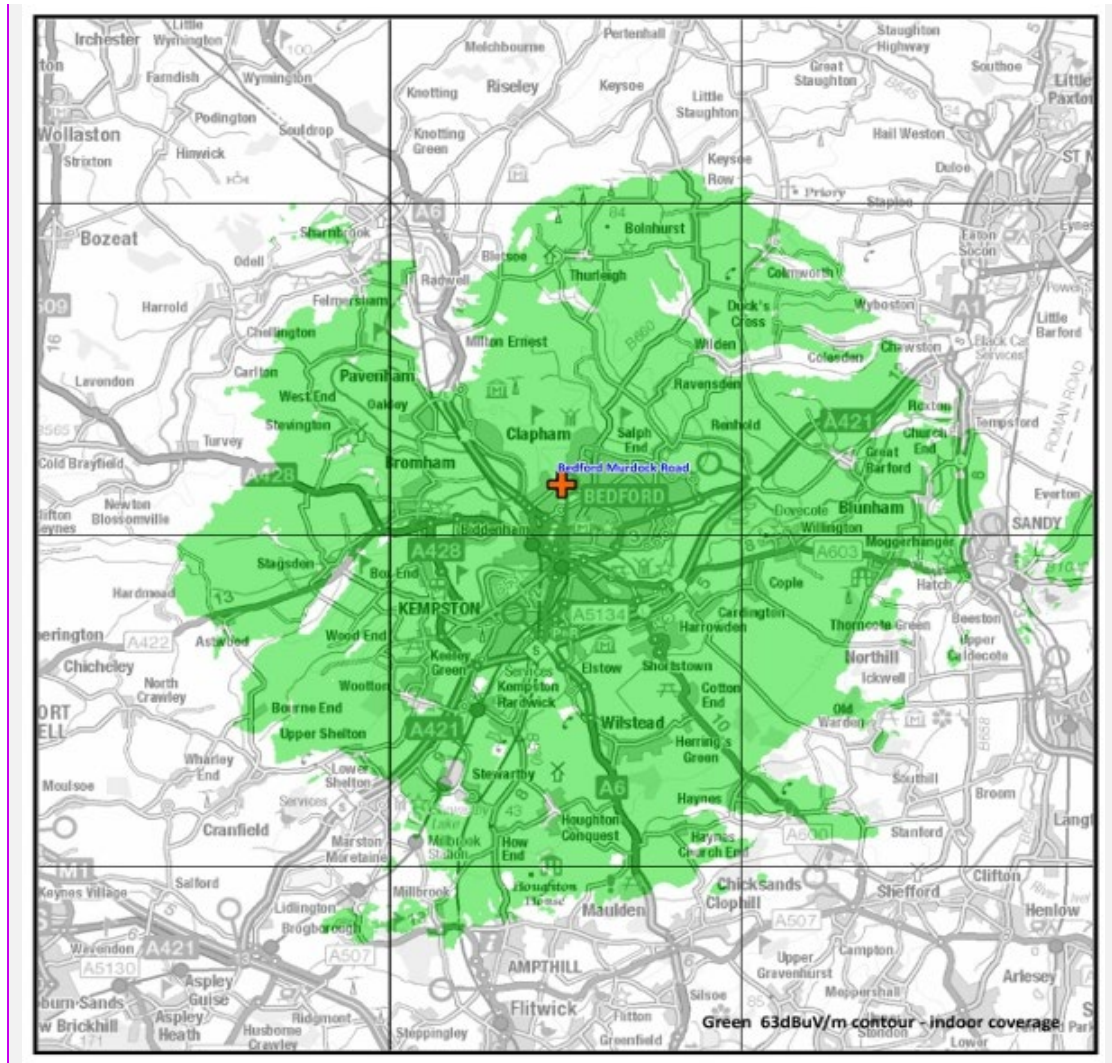
The population of Bedfordshire is evolving; it is growing, getting older, and becoming more diverse. Bedfordshire Health Radio's vision is to continue to provide entertainment and information but to expand this to a larger population and broadcast as a health and wellbeing community station.

However, we are open to broadening our range of audiences by promoting services beyond these specific communities.

The Bedfordshire population is approximately 189 891. The license area population for the new Multiplex provider is estimated to be 115,00 adults. The local DAB service and license area population is across Bedfordshire (905,0611) with a local DAB service (9c) population overlap and a percentage of 125.420 (12%).

Our social objectives are to help our audience stay healthy, be independent, socially engaged, and make them feel that they are valued members of society. We also want them to listen to a great selection of music chosen from the past eight decades as well as become involved in our live interactive content. Our advice on health, well-being, and lifestyle issues will be produced and presented in an accessible and engaging way and in a subtle manner, encouraging listeners to live healthier and more fulfilling life. We will continue to broadcast our popular request shows and our varied program schedule will extend to the community outside of our existing listenership, providing an 'easy listening' mix of music.

DAB 9C coverage area.



- 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.**

The charity has a strategic plan which embraces a number of short-term and long-term aims that meet a clear mission statement.

The charity's management ensures through budgeting processes that finances are controlled to ensure that any excess income over expenditure is carried forward to the following financial year to continue developing and achieving the defined aims.

The charity has a minuet reserve policy which states the charity will hold no more than one year of operational costs in reserves.

Social gain

- 3.7 What community benefits will your service bring to your target community(ies) and, if applicable, the general public. Please include summaries of evidence to support your

answer, including details about other organisations you intend to work with. **Answer in fewer than 500 words.** Please do not provide names of individuals in your answer.

The stated mission of HRB is “To provide the community with advice and information regarding physical and mental health and well-being, whilst fostering a community spirit through information from other social service providers through music, talk, and entertainment programs.

This will be achieved by not only by broadcasting to patients in the hospitals but also through the DAP provision, which will also reach their carers, families, and the public in general.

BHR has established relationships with Bedford FE College to provide educational opportunities, Bedford Borough Council (Healthwatch Bedford Borough) to direct the public to community and specific resources to improve the well-being of the community, Tibbs /de-mental – a local charity to provide specifically, “Music for Memory” to give respite and solace to dementia sufferers and their carers. M/S Therapy Bedford, Hawaa Community, ICaSH (Integrated Contraceptive and Sexual Health service.)

We believe other organisations will want to engage with us as our DAD audience grows.

3.8 Please summarise how your service will facilitate discussion and the expression of opinion.

-) This should include information focused on how the on-air programming would deliver social gain to the target community and provide opportunities for discussion and expression of opinion.
-) Please also provide details of the speech and music output you would broadcast and the approximate split between them.

Answer in fewer than 200 words.

We have a team of volunteers who visit the wards and departments on a weekly basis who engage directly with our resident patients. Presenters also interview live or recorded representatives of relevant organisations. Presenters also broadcast information from the social media accounts of the same organisations .

We also have an interactive WhatsApp facility at each studio and a live telephone line, which also has a recording facility.

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.**

HRB has within a number of its presenter programs, interview and discussion sections. Some of these are pre-recorded whilst some are live. The station has a live phone line, WhatsApp, and Facebook connection to engage with its audience during and after these shows.

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.**

BHR has existed since 1975 and has built an excellent relationship with the NHS Trust management team and an excellent reputation within our hospitals. We are well known within the local community and are regularly approached to support other local charities and groups with outside broadcasts and events. Our studios are based in one of the two hospitals belonging to the trust, which serve the catchment area of the licence. In addition to our internet audience, small-scale DAB will further enable us to extend our reach beyond our traditional in-patient audience, to friends and family of staff and patients and the local community.

BHR is established within the hospital and local community and is committed to supporting health and wellbeing. With changes in the delivery of health provision, it is expected that through SSDAB the station will extend its reach into the broader community. BHR will engage and build relationships within the NHS and other organisations such as care homes, GP surgeries, occupational health, local councils, primary care services, local and national voluntary groups (related to health and sport). BHR will maintain a dialogue with these groups to ensure their needs are met.

- 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.**

The volunteers of BHR are made up of a number who are employed in their “day job” as teachers, company directors, trustees of Multi Academy Trusts, former directors of Further Education, healthcare workers, radio presenters (for other stations), IT consultants, to name but a few. This diverse involvement of our volunteers as well as those who are primarily retired but whose backgrounds are equally diverse, enables us to explore engagement with our local community and form relationships that ensure BHR stays relevant.

The board and its senior volunteers have over 120 years of broadcasting experience, and our relationships with members of the local community, for example the Mayor’s office, the Lord Lieutenants office and the High Sheriff’s office ensure that BHR sits at the forefront and is actively participating in the provision of social gain within the community.

Participation

- 3.12 How do you propose to ensure that members of your target community(ies) are given opportunities to participate in/influence the operation and management of the service? **Answer in fewer than 400 words.**

As Bed's Health Radio moves to DAB, we will be working with new and existing health and wellbeing organisations, growing relationships and expanding our network. As this network increases, our intention is to continually search for new opportunities to add to our programming with interviews, special features and news stories to provide a wide range of information and entertainment.

Providing publicity will be encouraged for a broad range of events to organisations that wish to gain awareness. These can be promoted in various ways e.g. HRB website, event diary, sponsorship etc.

This could also include coverage of their event for live or future broadcast, alongside interviews to promote events or recorded or live interviews during the event. Our audiences are constantly encouraged to join our organisation as volunteers and to engage in committee and Trustee positions. The public is invited to our AGM to keep them aware of our plans and activities and put themselves forward to serve within the organization.

Accountability

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

BHR has a website which shows our activities and the people involved in running the service.

Contact details are published on the site.

Presenters encourage dialogue from their audiences on an ongoing basis and a number of communication lines are open to achieve it.

On a larger scale and for the longer term the public are invited to attend the charity's AGM and contribute to formulating the ongoing strategy of the business.

- 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.**

Comments and suggestions that come into our studios during the working day will usually be dealt with quickly by a management committee member. Any queries of a more complex nature may need to be escalated to the Trustees who would discuss a response as a team. We have a documented complaints procedure which identifies the steps to be taken to bring the complaint to a satisfactory conclusion. of volunteers. Any serious matters will be dealt with in line with our safeguarding policies and the policies and procedures of the NHS Trust from whose site we operate as Bed's Health Radio. Our procedures apply to suggestions and/or criticisms from all sources including our team

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	Bedfordshire Health Radio
Service Description	Bedfordshire Health Radio Broadcasting is a mix of music and speech designed to engage listeners, reduce social isolation, promote good health and well-being, and encourage lifestyle improvements. The target audience is those members of the community with sickness, poor health, or old who are located in the Bedfordshire area, residential care homes, and similar institutions in the area along with the wider community of Bedford / Luton and the surrounding areas. Bedford DAB (Block 9C) The service will be broadcast to local hospitals, residential homes, and similar institutions, along with the wider community with emphasis on the promotion of health and prevention or relief of sickness and how listeners can benefit through living a healthy lifestyle, including maintaining good personal mental and physical health. The studio of the Licensed Service is located within the coverage area of the Small-Scale Radio Multiplex Service identified above (n.b. the Licensee will not be in breach of this requirement if an existing studio ceases to fall within the coverage area merely as a result of technical changes to the Small-Scale Radio Multiplex Service outside the control of the Licensee).

	The Licensed Service shall have the characteristics of a Community Digital Sound Programme Service as set out in the 2019 Order and, in so doing, shall achieve the following objectives: • the facilitation of discussion and the expression of opinion, • the provision (whether by means of programmes included in the service or otherwise) of education or training to individuals not employed by the person providing the service, and • the better understanding of the particular community and the strengthening of links within it. Members of the target community shall contribute to the operation and management of the service. The service shall have mechanisms in place to ensure it is accountable to its target community in the specific area or locality.	
Transmission Schedule	24 hrs, 7 days, 52 weeks per year.	
Multiplex		Bedford DAD (Block 9C) Area

4. Compliance of the service

About this section

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

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

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

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

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

Our compliance officer (Frank Palmer) has been a volunteer with Bedfordshire Health Radio for 50 years and has worked in hospital broadcasting since 1976. During this time, he has served as a Program Manager and is an experienced broadcaster with a history in broadcasting with the RAF. Two of the Trustees responsible for compliance have a significant amount of experience, headed by the Chairman, between them. Our training officers (3) have been volunteers with Bedfordshire Health Radio for a total of 20 years; one is a qualified college lecturer and teacher trainer. Even though BHR is not currently an Ofcom-licensed station, our training incorporates the core principles behind the Broadcasting Code. Retention of recordings broadcast for 42 days at full broadcast quality and recordings going back to 2017 as low-quality recordings. We hold induction sessions that new volunteers have to attend, which include compliance awareness training. Our membership training folder contains the latest version of the Broadcast Code, and presenters are not allowed on air unless they have passed a rigorous demo process and various Hospital requirements. All our training is done by 3 trainers, and all sessions cover Compliance and are overseen by our compliance officer and then signed off.

- 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.

Frank Palmer is the compliance officer with many years of experience with the BBC, RAF and broadcasting for over 50 years with BHR. This is overseen by Tom McGrath who also has over 50 years in broadcasting; overall responsibility resides with the Chairman (I.E. myself).

- 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.

There are 3 staff in the active compliance team and a supervisor.

There are 2 listeners – for quality of both live and recorded programmes.

Once a pre-recorded programme has been deemed to be compliant it does not have to be listened to again.

There is one compliance checker – if a flag is raised by any member of the presentation team or by the listener quality function then the compliance checker can make a ruling.

These three staff are supervised by and are accountable to and report to the chair.

- 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.

Training input is provided by Hospital Radio Broadcasting Association.

The station has a copy of the **Ofcom Compliance Checklist for TV and Radio Broadcasters**, and this is incorporated in the staff induction programme and presenters' training programme, as well as its derivative codes and information embedded in that document. Additionally, prior to a member being cleared to present, there are three stages of training to avoid any non-compliance:

Section 1 Systems and Operations. This is supported by an active WhatsApp group of all presenters to share best practice

Section 2 Broadcasting code. Self-quality check of pre-recorded shows

Section 3 Voice and content coaching, including prohibited subjects, dangerous subjects.

Music and speech vetting for “E” rated material.

- 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 training is mandatory.

Training is tailored to specific roles within the organisation.

Presenters can only “go live” once training has been completed – see 4.4

All pre-recorded shows are vetted by the role of “listener” – see 4.3

There will be an annual revision course which will include the re-reading of the Compliance checklist of TV and Radio Broadcasters and its derivative codes for all members of staff.

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

-) 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.

In the event that a presenter has a guest on his/her show, the presenter will ensure that the guest is apprised of Ofcom compliance. There will be some pre-briefing and scope of the conversation prior to broadcast or recording.

Incoming phone calls or recorded WhatsApp messages will be monitored “live” and deviation from the accepted code will result in immediate termination of the link. All broadcasts will be in English.

All our presenters are native English speakers.

-) 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.

BHR only uses internally created content and shows and is vetted on a one-by-one basis by the compliance team before broadcast, to enable us to maintain Ofcom standards and rules.

All music is from our own in-house store, which has been vetted before broadcast; we do not use streaming services, except one paid service deemed safe for radio, which we may subscribe to in the future.

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

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

-) A. How you will monitor that the character of service is being delivered;
-) B. who will be responsible for monitoring this;
-) C. how often will they monitor it;
-) D. how you ensure this information is published; and
-) E. where the information will be published/made publicly available.

a) Constant monitoring from the online service by our standards team and presenters monitoring other presenters' shows.

b) Our standards officer and standards Trustee

c) On a continual basis, through our playout system on an automatic feed basis. (Myriad 6 system).

- d) Information will be published in real time on our website and mobile apps and through our playout system directly to the internet.
- e) As above in D).

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

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

-) A. How you will monitor that off-air social gain activities are being delivered;
-) B. Who will be responsible for monitoring this;
-) C. How often will they monitor it;
-) D. How you ensure this information is published; and
-) E. Where the information will be published/made publicly available.

- a) All recordings are vetted and audibly adjusted for the best quality for broadcast on air at a later date. Currently we don't do podcasts; for the future we will use M-X Cloud for our podcast offering but not at the moment.
- b) Our standards officer and Standards Trustee.
- c) On a one by one delivery from the presenter are checked by the standards team, then loaded into our unattended system for broadcast at a later date.
- d) When we engage a podcast service, we will, the upload can be done automatically from Myriad 6, post-broadcast.
- e) M-X Cloud Podcasting service.

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

Currently, Broadcasts will only be 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 broadcast members are fluent in Spoken and written 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:

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

5.3 I understand that Ofcom reserves the right to revoke the licence (if granted) if at any time any material statement made to Ofcom is found to be false and to have been by the applicant or any member or officer thereof knowing it to be false. I also understand that under sections 144 and 145 of the Broadcasting Act 1996, the provision of false information could incur a criminal conviction and a disqualification from the holding of a Broadcasting Act licence. I further certify that, to the best of my knowledge, any matters which might influence Ofcom's judgement as to whether the directors and any other individuals and/or bodies corporate with substantial involvement in this application are fit and proper persons to participate in a radio licence, have been made known to Ofcom.

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

Mr Christopher Jones

Date of application:

19/08/2026

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

Company Chairman

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