

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):

Quality Radio Enterprise Limited

Proposed service name:

Quality Radio Inverclyde

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)

Inverclyde Small-scale DAB radio multiplex

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

**James Cameron, Quality Radio Enterprise Ltd, 18 Rowan Drive, Dumbarton,
Dunbartonshire G82 5EH**

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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):

Quality Radio Enterprise Limited

2.2 Company registration number stated on Companies House:

SC571770 Registered in Scotland

2.3 For UK registered companies, the address of the applicant's registered office stated on Companies House.

For non-UK registered companies, the principal office address:

Quality Radio Enterprise Limited
8 Benview Road
Clarkston
Glasgow
G76 7PP

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

Yes No

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

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

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

Full name	James Cameron
Job title	Director
Address	18 Rowan Drive Dumbarton Dunbartonshire G82 5EH
Telephone	01389 731185
Mobile	07542 531406
Email	james@qualityradio.uk

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

<https://qualityradio.uk/>

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

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

The service set up will be funded by reserves held in the Quality Radio Enterprise Limited bank account at The Royal Bank of Scotland. Thereafter the running costs will be funded through local sponsorship, local grants, fundraising, membership contributions and advertising.

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
James Cameron	8 Benview Road, Clarkston Glasgow G76 7PP	Scotland UK	None	None
Norman Ross	8 Benview Road, Clarkston Glasgow G76 7PP	Scotland UK	Ross Inc Ltd. (services)	None
Robert McWilliam	8 Benview Road, Clarkston Glasgow G76 7PP	Scotland UK	None	None

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

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

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

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

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				

None

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 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	

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?

Yes No

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

Licence number	Name of multiplex
CDP103950	Small Scale DAB mux.
DP102742	Small Scale DAM mux.
CR102170	CR analogue FM licence.

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

Yes No

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

Licence number	Name of service or multiplex
CDP103950	Glasgow SS DAB mux.
DP102742	Ofcom DAB Trial licence for Trial Glasgow mux.
CR102170	Paisley area CR licence

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

Yes No

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

Dates licence was held or dates of involvement	Licence number (if known)	Name of service or multiplex
Involvement 2014 - 2019	CR000263	Irvine Beat FM 107.2
Involvement 2015 - 2018	CR000138	Pulse 98.4 (Barrhead)
Director 2017 - 2022	CR102295	Revival 93 FM (Glasgow)
Director 2013 - 2017	AL102497	Heartland FM (Pitlochry)
Involvement 2015 – 2016	CR000256	CamGlen Radio 107.9
Director 2004 - 2015	CR000257	Celtic Music Radio 95FM
Director 2000 - 2004	AL102937	Castle Rock FM/Your Radio

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

Yes No

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

Licence number	Name of service or multiplex
CR102170	Quality Radio 107.5 FM – Community Radio FM Licence
CDP103950	Quality Radio DAB – Small-scale DAB
DP102742	Quality Radio DAB – Small-scale DAB

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

Yes No

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

Licence number	Name of service or multiplex
N/A	

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

Yes No

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

Licence number	Name of service or multiplex
N/A	

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

Yes No

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

Licence number (or equivalent)	Name of service or multiplex	Details of the investigation
N/A		

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

Yes No

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

Licence number (or equivalent)	Name of service or multiplex	Nature of the breach	Sanction imposed	Date sanction imposed
N/A				

2.25 Has the applicant – or any person(s) controlling the applicant – ever been convicted of an unlicensed broadcasting offence?

Yes No

If yes, please provide the following details:

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

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

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

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

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

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

- 2.27 What is the proposed service name?

Quality Radio Inverclyde

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

Inverclyde Small Scale DAB radio multiplex

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

Studio location:

CVS Inverclyde, West College Scotland, Finnart Street, Greenock PA16 8HF

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

N/A

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

The geographical area that we wish to serve is the Inverclyde Ofcom Small-scale DAB radio multiplex polygon licence area as advertised by Ofcom.

Coast DAB Ltd., the licensed operator of the Inverclyde multiplex states that indoor coverage will be 82% of the adult (15+) population (120,810) of the licenced area of the Inverclyde DAB licence.

Out-door and in-car coverage will be better than 95% of the area, that is 139,963 population.

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

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.

The applicant, Quality Radio Enterprise Ltd., is a registered charity with OSCR – Office of the Scottish Charity Regulator, number SC049193.

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

Any surplus from income activities and grant awards, are solely used to improve the social gain objectives.

The company Articles of Association are the instrument to ensure the community enterprise is run on a not-for-profit basis. There are no shareholders.

Social gain

- 2.33 What community benefits will your service bring to your target community(ies) and, if applicable, the general public. Please include summaries of evidence to support your answer, including details about other organisations you intend to work with. **Answer in fewer than 500 words.** Please do not provide names of individuals in your answer.

The radio service is for all the people of Inverclyde polygon coverage area served.

The radio service provides a voice and a community resource through local discussion and the expression of opinion.

Information on health and mental health awareness with NHS Greater Glasgow & Clyde news and information. NHS GG&C Health Board covers the Inverclyde DAB mux area to include the Inverclyde Royal Infirmary, Greenock and the Vale of Leven District General Hospital, Alexandria, Dumbarton.

The service will have a focus from all communities and all ages involved in its operation.

Quality Radio has support from CVS Inverclyde (Communities & Volunteer Sector) with the Operations Manager, CVS Inverclyde, West College Scotland, Finnart Street, Greenock PA16 8HF.

We will be working with CVS Inverclyde at West College Scotland, Greenock Campus and other organisations in the Inverclyde area.

The service will contribute to improving the general level of health and wellbeing in the local community, particularly the older generation by providing information and advice from relevant organisations. There is evidence of community radio stations having an impact on the targeted community outcomes in the following ways: • Boredom reduced by entertainment • Loneliness reduced by social interaction • Anxiousness / frustration reduced by being calming and reassuring •

De-personalisation reduced by making one feel like an individual • Health and wellbeing awareness increased by providing information and advice

Our focus will be on local content and promoting goodwill and charities across SSDab Inverclyde, Churches, and local organisations, health practices and community groups. Charities, organisations and groups in the area are also invited to come along and promote their club and activities

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

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

There will be an opportunity for discussion and opinion through Citizens Advice Bureau feature with a local Citizens Advice specialist for the Inverclyde area.

There will be a weekly Health matters discussion with a Health Centre Practice Nurse, Healthy Minds matter feature with a recognised well-being professional , NHS News feature to provide last information on a wide range of subjects from NHS Greater Glasgow and Clude Health Board

Listeners are invited to make contact with Quality Radio to answer questions and provide advice for this and the other organisations that we support.

There will be discussions and opinions on the Inverclyde area football teams to include Greenock Morton FC who play in the Scottish Championship League; Port Glasgow FC who play in the West of Scotland Football League; and Greenock Juniors FC who play in the West of Scotland Football League, Division 3.

- 2.35 How will you ensure that members of your target community(ies) can gain access to the facilities used to provide your service, and receive training in using these? In particular, please set out how this will be done practically, formally and/or informally. **Answer in fewer than 400 words.**

The target community can gain access to the studio facilities through our partnership with CVS Inverclyde which will result in strong association with the third sector to enable us all to work together at the Quality Radio Inverclyde facilities.

Volunteering is open to all ages and currently range from 25 .

All new volunteer will be supported one-to-one to provide technical assistance and practical assistance to help them achieve their goals from volunteering. Individual training is set at 50hours for each new volunteers in the first year, and more advanced training is available to existing volunteers as they need it.

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

With the strong links and involvement with established community organisations such as CVS Inverclyde, Quality Radio Inverclyde will have a better understanding of the target community with a real and tangible strengthening of links with the community across Inverclyde district.

In addition there will be a good proportion of content which from our local correspondents at local Football Clubs in Greenock, Port Glasgow and Alexandria, and other local organisation with whom we intend to have active discussions to strengthen our links and content

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

The applicant group has significant experience in social gain non-broadcast activities. This includes:

1. Providing support and entertainment to residents in Care Homes and Sheltered Housing in a Music Therapy project.
2. Providing support and outreach for the community by attending Job Fairs
3. As an established body, the station often takes the lead role when working with partner organisations on community projects and events. Wherever possible, we use the power of the radio to help engage the public in the discussion and to encourage participation and attendance.
4. Providing hospital visits to patients and nursing staff for over 50 years broadcasting music requests and dedications on weekly programmes.
5. The charity provides Scottish Qualification Authority (SQA) courses in radio broadcasting for pupils in schools.

Participation

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

Members of the target communities will have the opportunity to be involved through our partnership with CVS Inverclyde, the third sector interface for Inverclyde.

Most presenters and contributors will live in or be from the local area. We will continue to help local organisations by attending local events and promoting volunteering opportunities at them and on-air.

The management committee will work together with local residents and listeners, listen to their ideas and encourage involvement in all areas, especially to identify gaps in provision.

All programmes will be open to feedback from the community and a weekly discussion programme will give residents the opportunity to contribute via social media platforms and email.

Quality Radio Inverclyde and CVS Inverclyde have a common link in third sector organisations with public sector services like Inverclyde's HSCP for the benefit of health and wellbeing in communities.

Accountability

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

The target community can contact Quality Radio Inverclyde through the normal channels: they can call and leave a message, text or email our studio, they can complete a form on our website, they can use social media - we are active on X Twitter, Instagram, and Facebook. They can talk to volunteers and committee members at the community events we will attend

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

Suggestions and criticisms are always welcome and are to the betterment of the service we provide and/or increase the charitable benefit we provide. We will always respond to such input where possible. All our volunteers are trained to pass any suggestions and/or criticisms of our service they receive

Points raised will be included in the weekly management meeting and acted upon. Where a more formal complaint is received, it will be investigated and the complainant will receive a formal response.

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

Where a volunteer wants to develop something, to either add new audio content or assist in the operation of the station, support is offered from the Trustee Board and other volunteers.

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	<p><ENTER THE SERVICE NAME (the on-air name of the programme service as in question 3.1 of this application)> Quality Radio Inverclyde</p>
Service Description	<p><ENTER SERVICE NAME> Quality Radio Inverclyde is a radio service intended to serve the Inverclyde Small-scale DAB multiplex area as defined by the licensee coverage map. NOTE: The next 3 headings below are the components of the ‘character of service’.</p> <p><ENTER DESCRIPTION OF TARGET AUDIENCE> All of the population within the Inverclyde DAB multiplex area.</p> <p><ENTER A DESCRIPTION OF THE LOCALITY> NOTE: this can be all, or a subset of, the area covered by the radio multiples service described in the next column> (<i>“the target community”</i>) Quality Radio Inverclyde if for all of the localities served by the Inverclyde Small-scale multiplex, that is the area around the upper Firth of Clyde.</p> <p><ENTER A BRIEF STATEMENT OF MAIN PURPOSE OF THE RADIO SERVICE, ITS FUNCTIONS/ACTIVITIES describe in no more than 50 words> Quality Radio Inverclyde is for all the people of the area served by the Inverclyde SS-DAB multiplex in the upper Firth of Clyde. The radio service</p>

	<p>provides a voice and a community resource through entertainment, local news, discussion and the expression of opinion. The service has a local focus.</p> <p>The studio of the Licensed Service is located within the coverage area of the Small-Scale Radio Multiplex Service identified above (n.b. the Licensee will not be in breach of this requirement if an existing studio ceases to fall within the coverage area merely as a result of technical changes to the Small-Scale Radio Multiplex Service outside the control of the Licensee).</p> <p>The Licensed Service shall have the characteristics of a Community Digital Sound Programme Service as set out in the 2019 Order and, in so doing, shall achieve the following objectives:</p> <ul style="list-style-type: none"> • 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. <p>Members of the target community shall contribute to the operation and management of the service.</p> <p>The service shall have mechanisms in place to ensure it is accountable to its target community in the specific area or locality.</p>
Transmission Schedule	Daily 24 hours.
Multiplex	<p><ENTER THE RADIO SERVICE MULTIPLEX SERVICE (as per the licence advert): Inverclyde Small-Scale DAB radio multiplex.</p> <p>As in question 3.2 of this application, specify if small-scale or local multiplex the radio station plans to broadcast on></p>

3. 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.

- 3.1 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).

Compliance training has included updates and a refresher event at Ofcom offices more recently in Edinburgh at the Ofcom office in Princes Street. Ofcom Community Radio management were in attendance.

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

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

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

- 3.2 Please give details of any practical compliance experience (including dates) the person named in response to either question 2.3 or 2.5 in Part B (i.e the individual who holds overall responsibility for compliance of the service) has with respect to the relevant codes and rules.

The person named also has compliance experience having worked at BBC Information/BBC Audience Services/BBC Radio 2 programme liaison for 15 years (1995-2010).

Work included BBC listener and viewer programme comments and complaints with escalation procedures at BBC Audience Services, London.

- 3.3 For each role within your compliance team please provide job title and a brief description of the functions of the role specific to ensuring compliance of the proposed service. Please do not give names of individual members of staff – this question relates to job roles rather than currently employed individuals.

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

News editor – compliance with Broadcast Codes re news provision

Music content manager – compliance with music scheduler using Myriad5 Playout re music content, song lyrics.

Presenter and producer manager - 1-2-1s are on a quarterly rota basis.

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

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

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

Volunteers will receive training in checking music for broadcast and have access to our approved data base. At quarterly presenter/producer 1-2-1s the compliance of the Broadcasting Code is included in adherence.

There will be an all presenters/producers quarterly meeting off-site with screen presentations, updates and Q&As.

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

Yes, mandatory for all volunteer staff.

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

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

All presenters and producers do get training on the Ofcom Broadcasting Code and are therefore aware of the required standards will be aware of the requirements when in the presence of a live microphone.. This includes guidance on preparing guests pre-broadcast and how they should respond to any non-compliance issues that may occur during a live broadcast. We have a policy in position should the matter arise.

b) Set out in detail below how the applicant intends to ensure that pre-recorded material will comply with Ofcom's codes and rules. Pre-recorded content could include, for example, material obtained from, or streamed from, third party sources as well as content produced by the licensee.

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

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

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

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

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

- a) How you will monitor that the character of service is being delivered;
- b) who will be responsible for monitoring this;
- c) how often will they monitor it;
- d) how you ensure this information is published; and
- e) where the information will be published/made publicly available.

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

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

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

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

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

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

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

- a) How you will monitor that off-air social gain activities are being delivered;
- b) who will be responsible for monitoring this;
- c) how often will they monitor it;
- d) how you ensure this information is published; and
- e) where the information will be published/made publicly available.

a) A social gain activity log and diary will be established to log all delivered activity and outcomes.

b) A volunteer will be appointed to oversee this monitoring and be responsible for inputs into a database.

c) This will be monitored on a monthly basis to ensure we are achieving our social gain goals as set out in the Key Commitments.

d) This information will be published on the qualityradio.uk website as a monthly report.

e) The information will be published and made available on the website qualityradio.uk and headline information on social media, e.g. Facebook page.

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

English

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

As only English language will be spoken, every person is fluent in the language. Two English speaking people will ensure compliance in that the language complies with the Ofcom Codes and rules.

4. 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.

4.1 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.

4.2 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:

James Cameron

Date of application:

27 August 2024

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

Company secretary / company director / designated member (in the case of a Limited Liability Partnership)

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