

Annual Report & Accounts 2018



HOSPITAL RADIO FOR GLASGOW & PAISLEY

Phone-In Competitions

Totally Voluntary

Requests

Music

Chat

Guests

24 Hours a Day

Local News & Events



Broadcasting to patients and online

The Hospital Broadcasting Service
Suite 444
Baltic Chambers
50 Wellington Street
Glasgow
G2 6HJ

Registered as a Charity
SC009138

Phone : 0141 - 221 - 4043
Email : studio@hbs.org.uk
<http://www.hbs.org.uk>

Executive Committee Members

Chairman	Niall Anderson
Treasurer	Stephen Boardman
Programme Director	Norman Ross (<i>until 14/04/18</i>)
	Spence Canniffe (<i>from 14/04/18</i>)
Technical Director	David Bannerman
	Yvonne Boyle (<i>from 14/04/18 until 10/09/18</i>)
	Peggy Mack
	Iain Rose

Charity Number

SC009138

Principal Address

Suite 444
Baltic Chambers
50 Wellington Street
Glasgow
G2 6HJ

Bankers

The Royal Bank of Scotland
1 Roadside
The Village
Cumbernauld
G67 2SS

Signed on behalf of the Executive Committee

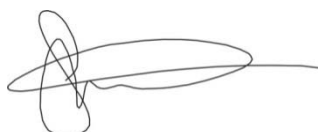


Niall Anderson
Chairman
14th April 2018



Stephen Boardman
Treasurer
14th April 2018

Accounts independently examined



Stephen Haggan
ICAEW
14th April 2018

Executive Committee's Report

The Executive Committee of The Hospital Broadcasting Service are pleased to submit their report and accounts for the year 1st January to 31st December 2018.

The Hospital Broadcasting Service (also known On-Air as 'HBS') is registered with the Office of the Scottish Charity Regulator and governed by a Constitution.

This report and attached accounts have been prepared in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and Charities Accounts (Scotland) Regulations 2006. The accounts are prepared on a Receipts and Payments basis.

The accounts are produced on a cash basis and do not take account of any future anticipated income or expenditure. As such there are no reserves held to fund future projects. The Studio Development fund contains donations for specific projects e.g. upgrade studios and provision of recording equipment, but these funds are not available for running costs.

Charitable Objects

The objects of The Service shall be to relieve sickness, infirmity, handicap and old age amongst persons living in the area served by providing a local broadcasting service for hospitals, residential homes, nursing homes for the elderly and other similar establishments.

The radio station currently broadcasts to bedside radios of approximately three thousand patients in the following establishments:

- Beatson Oncology Centre (West of Scotland Cancer Centre)
- Gartnavel General Hospital
- Queen Elizabeth University Hospital
- Royal Alexandra Hospital

Most hospital-based listening is via the bedside entertainment equipment. Increasingly though patients are accessing programmes thorough internet streaming, an option that was first introduced in June 2015.

Organisation

The Hospital Broadcasting Service is run entirely by volunteers, who pay an annual membership subscription. Members are not reimbursed for any out-of-pocket expenses. It is an unincorporated association governed by a Constitution (last amended in March 2005) and managed by an Executive Committee elected by the membership at the Annual General Meeting each spring.

Related Organisations

The Hospital Broadcasting Service is a member of the Hospital Broadcasting Association (HBA), the national charity that is an umbrella organisation which supports and promotes hospital broadcasting in the UK. Our members regularly interact with the office bearers of HBA and when available attend the annual conference and training days they organise.

The Hospital Broadcasting Service maintains a close working relationship with NHS Greater Glasgow and Clyde including formal quarterly management meetings.

"As I approach my 50th year as a doctor, I become more and more convinced of the power of music for patients irrespective of the type of illness. I am proud to be a volunteer with HBS which brings the joy of music into patients' lives when they are at their most vulnerable."

Dr Frank Dunn

Review of Activities

Programming

Patient request shows which are broadcast every night of the week remain the core programme activity of the radio service. Record request collectors are out on the wards throughout the week chatting with patients and finding out what that they'd like to hear.

In recent years we have seen a diversity in the sources of record requests with increasing numbers of these being received through electronic methods as listeners and their friends/relatives place their music choices by text message, email and social media platforms while more-traditional telephone calls still remain a major contact point.

The programme schedule continues to broadly reflect the feedback on music content that we receive from patients through the songs they ask for on the Open Line request shows. Every track requested is captured in a database and analysis of this information allows the programming team to make any adjustments to the types of shows broadcast.

During the year the programming team continued to provide entertainment and relevant information for our hospital-based audience with music and information through the night and a range of presenter-led programmes during the day and evening. The daytime programmes feature well known familiar tunes that our audience is likely to be able to relate to, while evenings consist of specialist music shows reflecting the musical styles that are regularly requested plus the nightly Open Line request show.

In November to celebrate the 70th anniversary of the NHS which had been founded in 1948, the volunteers held a very ambitious 48-hour broadcast. The event also celebrated the 48th anniversary of HBS which was established in 1970. In total, 48 separate 1-hour shows were broadcast, many of them being hosted by former volunteers who returned to their broadcasting roots. An extract of this programme won in the special event category of the UK Hospital Radio awards.

Programmes which are made in our studios are not only heard in the hospitals we serve directly but also around the world with some of the specialist music shows being shared with radio stations as far away as Canada. Similarly, we continue to broadcast some shows created elsewhere which augment the programmes created by our team locally.

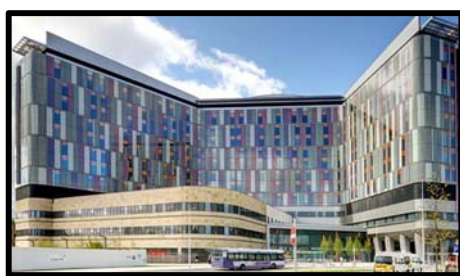
48-hour Sponsored Broadcast (NHS70)



Groups supporting the work of the NHS popped in over the weekend including Rich Osborn from spinal injury support charity 'Back Up'



Former volunteers John Cavanagh and Alistair Alford were among many who returned to take part in the weekend. Both have worked extensively in radio for the last 30 years

Hospitals Served 2019*Royal Alexandra Hospital**Beatson Oncology Centre**Queen Elizabeth University Hospital**Gartnavel General Hospital****Technical Facilities***

2018 didn't see any major projects. Engineering work was therefore of a maintenance and repair nature. Upgrades to computer hardware saw a reduced frequency of faults in the automated programme transmission system.

Automated playout and online streaming computers were upgraded with professional sound cards. The result has been a noticeable improvement in sound quality which benefits the increasing number of people listening to the programs via mobile and desktop devices.

Digital-audio workstation software in both the Production Office and studios was upgraded allowing more scheduling and production tasks to be undertaken simultaneously and allow volunteers to use their time more effectively. This upgrade has also introduced voice-tracking to the studios, again making programme recording more efficient.

Within the hospitals, only the QEUH had any problems. The distribution system at this site developed faults that could only be repaired by the supplier, Lincor. However, these were dealt with in a timely manner, and a full service quickly resumed.

With the ever-increasing reliance on digital facilities it's encouraging to report that the computer network overall has been working very well. A few items that were proving to be unreliable were identified and removed/replaced with the result being less disruption for patients wanting to listen to the programmes on-line.



Over the year increasing numbers of people were tuning in to the programmes using internet connected devices to listen in high quality stereo.

The audio streaming service is available on many popular platforms including Tune-In and Shoutcast as well as directly playable from our website www.hbs.org.uk

The streaming service allows relatives and friends of patients to make requests for them and share the experience.

Operational Management

The Executive Committee continued to meet regularly to discuss the major strategic direction that the organisation should be taking and make appropriate decisions.

Management of each evening's operations is entrusted to a member who has the role of Supervisor/Producer. The Supervisors are appointed by the Executive Committee from within the Membership and are responsible for ensuring the smooth running of the evening including programme production and hospital visiting. They also deal with any external or internal enquiries, providing guidance to fellow volunteers and ensuring that information is disseminated and agreed policies are followed.

The Supervisors hold regular meetings to ensure procedures are kept up to date and that there is consistency across evenings.

Outside Broadcasts

The Service has a wide array of specialist equipment which allows it to conduct outside broadcasts from hospital wards or even the middle of a muddy field. The equipment is used for regular recording and live programme inserts, in addition to the use of the equipment for providing music and Public Address facilities at fund-raising events.

Fund-Raising

There was on average, one hands-on fund-raising event every two months during the year. These included bucket collections at IKEA plus there was a major sponsored broadcast weekend held in November.

Individual members organised personal fund-raising events, and also successfully nominated the Service as a beneficiary for community cash funds from their employers.

The Annual General Meeting decided that while fund-raising should be something all active volunteers are required to be involved with, unlike previous years there should not be a general target set for an individual's income generation.

Membership

The organisation is run entirely by volunteers with a spread of ages from those in their final years of secondary school, through to retirement.

There has always been a steady turnover of volunteers with many people seeing the radio service as something to invest a short period of time into for various reasons including skill development or simply as a social activity.

The recruitment team were kept busy with a number of induction sessions being held through the year. During the past year the organisation has tended to take on volunteers for general roles rather than running a recruitment campaign asking people to apply for specific opportunities.

The membership levels have remained relatively constant, though there is definitely a need to increase the number of volunteers. This will assist with not only the development of programmes and increasing the level of patient contact but also assist with raising of running costs which is always a challenge. We are therefore continually on the lookout for new volunteers to bolster the team and enhance the service that we provide.

Future Development

Programming

The goals for the coming year include making the programme production process more efficient so that our volunteer members can use their time more effectively and from the same number of volunteers we can produce more broadcast content.

We also intend to expand the number of volunteers working in both the production and presentation teams with a view to expanding the number of hours of live broadcasting and therefore the amount of time we are able to take instant requests from patients.

The aspiration of starting a regular magazine show wasn't achieved in 2018, however the final stages of making this happen are now almost complete with a launch of the show in a monthly format anticipated in Spring 2019 with a goal to increase the frequency of this as more volunteers are trained in this style of programming. The magazine show will present local groups with an opportunity to talk about the work they do in the community.

Plans are already in place for some new dramas as we continue to work with local drama and short-story writers, offering them an outlet for their work to be recorded and broadcast.

The skills that were hurriedly developed to meet the needs of the 48-hour sponsored broadcast in November will be built on to augment the programmes in 2019 and beyond. These include some of the ad-hoc programme scheduling options which allow us to react to events and the use of a technique called 'voice-tracking' that allows pre-recorded shows to be produced more quickly than traditional methods.

Hospitals

There were no changes to the hospitals served during the year as the hospital closures programme has now completed. Discussions are continuing with NHS Greater Glasgow and Clyde regarding the provision of our programmes to patients who are in beds with older bedside equipment, much of which is no longer functioning.

Patients have the ability to listen to the online stream using their own mobile data allowance or via the free patient WiFi which available at all of the acute hospital sites. There are however currently some coverage issues with the WiFi signal so active ward visiting is currently suspended in these locations as we don't want to have to ask patients to effectively pay to listen. Once the NHS have confirmed that the coverage issues have been addressed then we will be able to expand the number of wards visited.

Technical

The coming year will see the technical team developing plans to deal with the level of heat in the studios caused by the increasing amount of computer equipment used for broadcasting plus the limited ability for fresh air movement due to the physical location of the studios.

The production office is going to be a key focus for a full refurbishment to give the room - and the whole studio complex - improved disabled access. This opportunity will also see the room layout being changed to make it a flexible workspace that can support all the radio production tasks plus meetings for up to 15 people and ability to use the space for live broadcasts or recordings of musicians and drama or spoken word.

The technical team will also support a further increase in the use of 'remote contribution' technology allowing the broadcast team more opportunities to link into live programmes from the hospital wards and other locations around the city and beyond.

Receipts and payments accounts							
For the period from	Period start date			to	Period end date		
	Day	Month	Year		Day	Month	Year
	01	January	2018		31	December	2018

Section A Statement of receipts and payments

	Unrestricted funds to nearest £	Restricted funds to nearest £	Expendable endowment funds to nearest £	Permanent endowment funds to nearest £	Total funds current period to nearest £	Total funds last period to nearest £
A1 Receipts						
Donations	11,324				11,324	7,661
Legacies					-	-
Grants					-	-
Receipts from fundraising activities	5,570				5,570	7,062
Gross trading receipts					-	
Income from investments other than land and buildings					-	
Rents from land & buildings					-	
Gross receipts from other charitable activities					-	
					-	
A1 Sub total	16,894	-	-	-	16,894	14,723
A2 Receipts from asset & investment sales						
Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
A2 Sub total	-	-	-	-	-	-
Total receipts	16,894	-	-	-	16,894	14,723
A3 Payments						
Expenses for fundraising activities					-	
Gross trading payments					-	
Investment management costs					-	
Payments relating directly to charitable activities	15,223	125			15,348	18,181
Grants and donations					-	
Governance costs:					-	
Audit / independent examination					-	
Preparation of annual accounts					-	
Legal costs					-	
Other					-	
					-	
A3 Sub total	15,223	125	-	-	15,348	18,181
A4 Payments relating to asset and investment movements						
Purchases of fixed assets					-	914
Purchase of investments					-	
A4 Sub total	-	-	-	-	-	914
Total payments	15,223	125	-	-	15,348	19,095
Net receipts / (payments)	1,671	(125)	-	-	1,546	(4,372)
A5 Transfers to / (from) funds					-	
Surplus / (deficit) for year	1,671	(125)	-	-	1,546	(4,372)

Section B Statement of balances

Categories	Details	Unrestricted funds	Restricted funds	Expendable endowment funds	Permanent endowment funds	Total current period	Total last period
		to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £
B1 Cash funds	Cash and bank balances at start of year	482	294			776	5,148
	Surplus / (deficit) shown on receipts and payments account	1,671	(125)			1,546	(4,372)
						-	
	Cash and bank balances at end of year	2,153	169	-	-	2,322	776
	(Agree balances with receipts and payments account(s))	-	-	-	-	-	-

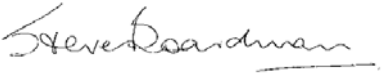
Categories	Details	Fund to which asset belongs	Market valuation	Last year
			to nearest £	to nearest £
B2 Investments				
		Total	-	-

Categories	Details	Fund to which asset belongs	Cost (if available)	Current value (if available)	Last year
			to nearest £	to nearest £	to nearest £
B3 Other assets					
		Total	-	-	-

Categories	Details	Fund to which liability relates	Amount due	Last year
			to nearest £	to nearest £
B4 Liabilities				
		Total	-	-

Categories	Details	Fund to which liability relates	Amount due (estimate)	Last year
			to nearest £	to nearest £
B5 Contingent liabilities				
		Total	-	-

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Stephen Boardman	19-Feb-2019

Section C Notes to the Accounts

C1 Nature and purpose of funds (may be stated on analysis of funds worksheets)

The unrestricted funds are used to meet the day to day running costs of the Service. The restricted funds are donations for specific projects.

C2 Grants

Type of activity or project supported	Individual / institution	Number of grants made	£
Total			-

C3a Trustee remuneration

If no remuneration was paid during the period to any charity trustee or person connected to a trustee cross this box (otherwise complete section 3b)

x

C3b Trustee remuneration - details

Authority under which paid	£
None	

C4a Trustee expenses

If no expenses were paid to any charity trustee during the period then cross this box (otherwise complete section 4b)

x

C4b Trustee expenses - details

	Number of trustees	£
None		

C5 Transactions with trustees and connected persons

Nature of relationship	Nature of transaction	Transaction amount (£)	Balance outstanding at period end (£)
None			

C6 Other information

Additional analysis (1)

Analysis of receipts and payments

1 Donations

	Unrestricted funds to nearest £	Restricted funds to nearest £	Expendable endowment funds to nearest £	Permanent endowment funds to nearest £	Total current period to nearest £	Total last period to nearest £
W Munro (Rehab) Ltd	500				500	-
John Laurie (Member)	550				550	225
Personal donation John Douglas	600				600	100
ATOS					-	300
Radio Gwendoline	50				50	-
Frank Dunn Endowment	200				200	-
William Grant					-	400
HMRC GiftAid	592				592	2,679
MEB Charitable Trust	1,000				1,000	600
Radio Allerton	350				350	-
Finesco					-	1,000
Inkjet Recycling	11				11	-
Borders Hospital Radio	525				525	-
Sounds International	1,930				1,930	-
Various member donations	370				370	385
Various public donations sponsored broadcast	1,634				1,634	-
Give As You Live	12				12	40
Comic Relief Community Cash					-	910
Cruden Foundation	1,000				1,000	-
Charitable Giving BTP					-	22
Chemcem Scotland	1,000				1,000	-
Templeton Goodwill Trust	1,000				1,000	1,000
Bank Interest					-	-
Total	11,324	-	-	-	11,324	7,661

2 Grants

	Unrestricted funds to nearest £	Restricted funds to nearest £	Total current period to nearest £	Total last period to nearest £
			-	-
Total	-	-	-	-

3 Gross receipts from other charitable activities

	Unrestricted funds to nearest £	Restricted funds to nearest £	Expendable endowment funds to nearest £	Permanent endowment funds to nearest £	Total current period to nearest £	Total last period to nearest £
					-	-
Total	-	-	-	-	-	-

4 Payments relating directly to charitable activities

	Unrestricted funds to nearest £	Restricted funds to nearest £	Expendable endowment funds to nearest £	Permanent endowment funds to nearest £	Total current period to nearest £	Total last period to nearest £
Rent	9,393				9,393	9,466
Electricity	2,706				2,706	2,371
Telephone	1,206				1,206	2,396
Insurance	1,132				1,132	1,117
Equipment & Repairs	213				213	351
Stationery & Admin	-				-	606
Fundraising costs	145				145	354
Misc	894				894	858
Business Rates	466				466	466
Internet Radio expenses		125			125	196
Water Rates					-	-
Total	15,223	125	-	-	15,348	18,181

Additional analysis (2)

5 Breakdown of unrestricted funds


	Main Fund				Total unrestricted funds	Total unrestricted funds last period
Receipts						
Donations	11,324				11,324	6,751
Legacies	-				-	-
Grants	-				-	-
Receipts from fundraising activities	5,570				5,570	7,062
Gross trading receipts	-				-	-
buildings	-				-	-
Rents from land & buildings	-				-	-
Gross receipts from other charitable activities	-				-	-
Sub total	16,894	-	-	-	16,894	13,813
Receipts from asset & investment sales						
Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
Sub total	-	-	-	-	-	-
Total receipts	16,894	-	-	-	16,894	13,813
Payments						
Expenses for fundraising activities	-				-	-
Gross trading payments	-				-	-
Investment management costs	-				-	-
Payments relating directly to charitable activities	15,223				15,223	17,985
Grants and donations	-				-	-
Governance costs:	-				-	-
Audit / independent examination	-				-	-
Preparation of annual accounts	-				-	-
Legal costs	-				-	-
Sub total	15,223	-	-	-	15,223	17,985
Payments relating to asset and investment movements						
Purchases of fixed assets					-	
Purchase of investments					-	
Sub total	-	-	-	-	-	-
Total payments	15,223	-	-	-	15,223	17,985
Net receipts / (payments)	1,671	-	-	-	1,671	(4,172)
Transfers to / (from) funds						
Surplus / (deficit) for year	1,671	-	-	-	1,671	(4,172)
Nature and purpose of funds						
To cover the day to day running expenses of the Service						

Additional analysis (3)**6 Breakdown of restricted funds**

	Studio Development Fund				Total restricted funds	Total restricted funds last period
Receipts						
Donations	-				-	910
Legacies					-	-
Grants	-				-	-
Receipts from fundraising activities					-	-
Gross trading receipts					-	-
Income from investments other than land and buildings					-	-
Rents from land & buildings					-	-
Gross receipts from other charitable activities					-	-
Sub total	-	-	-	-	-	910
Receipts from asset & investment sales						
Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
Sub total	-	-	-	-	-	-
Total receipts	-	-	-	-	-	910
Payments						
Expenses for fundraising activities					-	
Gross trading payments					-	
Investment management costs					-	
Payments relating directly to charitable activities	125				125	196
Grants and donations					-	
Governance costs:					-	
Audit / independent examination					-	
Preparation of annual accounts					-	
Legal costs					-	
Other					-	
Sub total	125	-	-	-	125	196
Payments relating to asset and investment movements						
Purchases of fixed assets	-				-	914
Purchase of investments					-	-
Sub total	-	-	-	-	-	914
Total payments	125	-	-	-	125	1,110
Net receipts / (payments)	(125)	-	-	-	(125)	(200)
Transfers to / (from) funds					-	
Surplus / (deficit) for year	(125)	-	-	-	(125)	(200)
Nature and purpose of funds						
For specific projects						

OSCr

Office of the Scottish Charity Regulator

Report to the trustees/members of		Independent examiner's report on the accounts <small>v2</small>						
		The Hospital Broadcasting Service						
Registered charity number		SC009138						
On the accounts of the charity for the period		Period start date			to	Period end date		
		Day	Month	Year		Day	Month	Year
Set out on pages		01	01	2018	31	12	2018	
		7 to 12						
Respective responsibilities of trustees and examiner		<p>The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) 2005 Act and the Charities Accounts (Scotland) Regulations 2006. The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.</p>						
Basis of independent examiner's statement		<p>My examination is carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the accounts.</p>						
Independent examiner's statement		<p>In the course of my examination, no matter has come to my attention [other than that disclosed on the attached page*]</p> <ol style="list-style-type: none"> which gives me reasonable cause to believe that in any material respect the requirements: <ul style="list-style-type: none"> to keep accounting records in accordance with section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations <p>have not been met, or</p> <ol style="list-style-type: none"> to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached. 						
Signed:					Date:	14 th April 2019		
Name:		Stephen Haggan on behalf of Peers & Associates Limited						
Relevant professional qualification(s) or body (if any):		ICAEW						
Address:		18 Hardys Drive						
		Radcliffe						
		Manchester M26 2TL						