

Annual Report & Accounts 2017



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	Peggy Mack (<i>until 13/09/17</i>)
	Norman Ross (<i>Acting - from 13/09/17</i>)
Technical Director	David Bannerman
	Monika Bieńkowska (<i>until 09/04/17</i>)
	Robert Craw (<i>until 09/04/17</i>)
	Iain Rose (<i>from 09/04/17</i>)
	Norman Ross

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

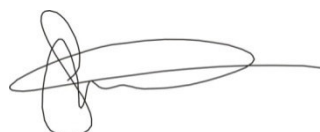


Niall Anderson
Chairman
14th May 2018



Stephen Boardman
Treasurer
14th May 2018

Accounts independently examined



Stephen Haggan
ICAEW
14th May 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 2017.

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.

"Thank you for playing Glenn Miller a short while ago for Andy. He is 94 and got up and had a wee waltz with me. What a great service you are doing. Thanks a million from his daughter and dance partner!!!"

One of many messages of thanks received in 2017

Review of Activities

Programming

We continued to develop our Patients Request programme with the introduction of an increased number of request collectors to cover the substantial challenges in the Queen Elizabeth University Hospital (QEUH) due to its 1,100 rooms.

In addition to volunteer collected music-requests, we also received music choices directly from patients and their friends/family by email, website, text, facebook, and telephone calls.

The *Open Line* programme (8pm to 10pm Sunday to Friday) grows in strength and we have added a Patient's Choice request programme on a Wednesday between 1pm and 3pm. The *Repeat Prescription* request review show has been extended to 2 hours on a Saturday.

Our presence in the QEUH was increased with the display of an information banner in the Atrium and distribution of leaflets to inform Patients of our service. We have also formed a good working relationship with the hospital's in-house Information Office and are currently broadcasting information specifically for Patient's health and well-being.

We are also working with the NHS Hospital Chaplains' service to bring information and thoughts of encouragement and reassurance to patients.

Live programming from our studios has increased with more shows every day of the week and in particular Sundays when we are producing 8 hours of live broadcasting.

To accommodate the varied tastes of our listening audience we have, this year, been able to provide an additional 14 weekly programmes with a total of 20 hours of specialist music

Christmas Day and New Year's Day included a substantial portion of Live and seasonal programmes and we were delighted to provide outside broadcasts from a Schools Choir Concert and a live broadcast from the atrium of the QEUH featuring a visit from the Salvation Army band playing popular Christmas Carols.

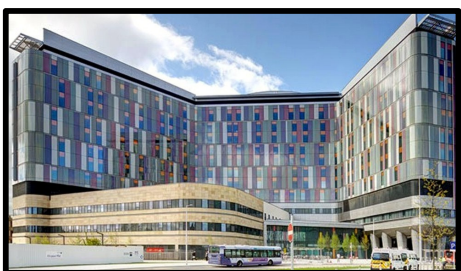
Presenter, Jon Stonefield, won in the best UK newcomer category at the national hospital radio awards ceremony which was held in Bolton in March.



Royal Alexandra Hospital



Beatson Oncology Centre



Queen Elizabeth University Hospital



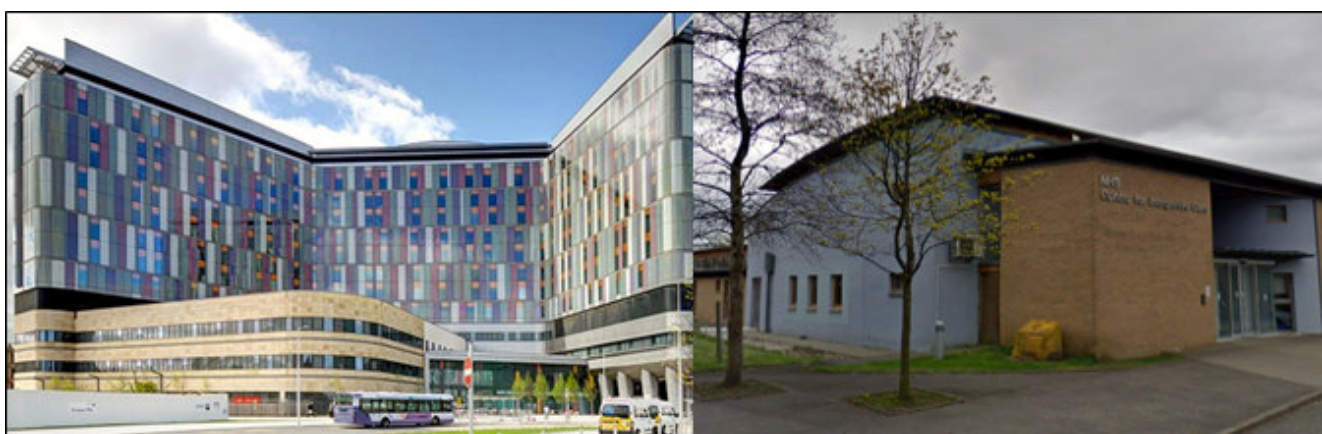
Gartnavel General Hospital

Hospitals/Wards Served

Streamlining of hospital services in Glasgow during 2017 saw the closure of in-patient services at another hospital which had been served by HBS for many years. Glasgow Homoeopathic Hospital with just 15 in-patient beds had been a regular contributor to the nightly request programmes with patients also taking part in many on-air competitions.

Towards the end of the year an outline agreement was reached with NHS Greater Glasgow and Clyde for programmes to be promoted at the Acute Hospital sites where bedside radios are not generally available. The NHS Board have invested significantly in free WiFi provision making it possible for patients to listen to the radio service's free-of-charge stereo broadcast stream via the internet using smartphones/tablets etc.

NHS management confirmed that following the 2016 trial at Glasgow Royal Infirmary of an alternate (low cost) bedside radio and TV system, there were presently no plans to implement this system at any hospital within NHS Greater Glasgow and Clyde.



Queen Elizabeth University Hospital

Glasgow Homoeopathic Hospital

Technical Facilities

The year was a relatively quiet year for technical projects. Apart from the completion of work carried over from 2016, most activities were maintenance and repair.

The new Synergy-based automated playout system was installed, and after a short testing phase, was commissioned towards the middle of the year. This now enables us to provide truly automated on-air content, and introduces voice-tracking (quick programme recording) for the first time. A few minor aspects have still to be resolved but aren't delaying progress.

Work was completed on new transmission racks towards the end of the year. This upgraded system allows increased flexibility in terms of programme output routing, improves the audio quality transmitted and allows for potential future expansion of facilities. It also restores some features that were previously lost due to failing equipment.

The equipment in the studios provided the technical team with the majority of activities. Power supplies had to be replaced, computer faults that made studios unusable had to be addressed, and mixer parts repaired. However, in each case the studios were returned to full working condition in a relatively short time.

Telecoms provision was upgraded to a new fibre-based system and resulted in a 10-times increase in internet speed, increased reliability over the previous copper-wire system and also a 25% reduction on rental costs.

There were very few computer network issues during the year following the addition of mains smoothing equipment which resulted in very few faults compared to previous years.

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. Many of these were bucket collections at IKEA plus there was a major sponsored broadcast weekend held in June.

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

In line with the goal to further extend broadcasts to the QEUH, the organisation continued to interview and recruit volunteers. No recruitment drives were undertaken during the year as it was found that an adequate number of volunteering enquiries were naturally being received. Five induction events were held with 27 prospective volunteers attending.

The induction course for prospective members was reviewed and updated during the year to make it more focused and able to be delivered in a shorter time. The sign-off / acceptance by NHS management of individual volunteers, allowing them to visit hospital wards for request collecting and programme production was also revised to streamline the process.



Jon Stonefield
UK Hospital Radio
Best Newcomer Award
Winner (2017)



**Recording a Halloween drama in the
multi-purpose studio**



**One of a number of unsolicited cards
and notes sent by grateful listeners**

Future Development

Programming

The continued development of Production and Presentation teams will give opportunities to cover more events in the local area, increasing programme content relative to our audience.

We have established accreditation to cover the Celtic Connections Festival from 18th Jan to 4th Feb 2018 which should produce about 18 hours of 'live recordings', interviews and reviews of performances from some of the 20 venues involved.

We have plans to extend the patients request shows with a new daytime programme called Patients Choice on selected weekdays from 1pm to 3pm.

New programmes are due to be introduced from March 2018, expanding the genres already broadcast. This includes "Lift Off" looking at music from the last 7 decades, plus programmes relating to Jazz, Classical, and Comedy. Drama production is also high on our agenda with the production of short plays and short stories.

A news department is being formed to produce and present a Local Magazine programme and a weekly Headline News report dealing with relevant information relating to our listening audience.

With the new innovations on broadcast technology we plan to introduce requests shows from individual hospitals in real time which will allow listeners to have their choice of music played relatively instantly.

Hospitals

As before we will continue to work with the hospital sites to ensure the maximum number of patients can receive and participate in our broadcasts. The last year has seen a definite departure by the local NHS board from providing entertainment units by each bed, being replaced by a focus on delivery of entertainment by WiFi. This move to more patients listening on-line will influence the way that we promote the service. In particular this should see us extending regular activities to hospitals which currently don't have bedside entertainment equipment. The goal is to extend awareness not only with patients but also staff and those visiting the hospital.

The extension to additional local hospitals will require us to both recruit some additional volunteers and to also look at working in partnership with the NHS and other voluntary organisations.

Technical

An aspiration for the coming year is to update the layout of the studios and production office facilities to make them more suited to disabled access. The building the studios are located in is due to undergo significant changes to upgrade its disabled access so we want to take advantage of this and provide the opportunity for people with mobility limitations the opportunity to take part in a wider range of volunteering activities. In addition, options to address some of the current technical and construction issues of the broadcast studios will be reviewed with a view to making them more suitable for volunteers to work in.

We also would like to build on the increased number of outside recording and live broadcast events that were held in 2017. This will require recruiting and training additional volunteers to fill the roles of sound-technicians and post-production editors plus seeking financial support for investing in more appropriate portable recording equipment.

Receipts and payments accounts							
For the period from	Period start date			to	Period end date		
	Day	Month	Year		Day	Month	Year
	01	January	2017		31	December	2017

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	6,751	910			7,661	9,009
Legacies					-	-
Grants					-	-
Receipts from fundraising activities	7,062				7,062	9,071
Gross trading receipts					-	
Income from investments other than land and buildings					-	
Rents from land & buildings					-	
Gross receipts from other charitable activities					-	
					-	
A1 Sub total	13,813	910	-	-	14,723	18,080
A2 Receipts from asset & investment sales						
Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
A2 Sub total	-	-	-	-	-	-
Total receipts	13,813	910	-	-	14,723	18,080
A3 Payments						
Expenses for fundraising activities					-	
Gross trading payments					-	
Investment management costs					-	
Payments relating directly to charitable activities	17,985	196			18,181	17,085
Grants and donations					-	
Governance costs:					-	
Audit / independent examination					-	
Preparation of annual accounts					-	
Legal costs					-	
Other					-	
					-	
A3 Sub total	17,985	196	-	-	18,181	17,085
A4 Payments relating to asset and investment movements						
Purchases of fixed assets		914			914	12,326
Purchase of investments					-	
A4 Sub total	-	914	-	-	914	12,326
Total payments	17,985	1,110	-	-	19,095	29,411
Net receipts / (payments)	(4,172)	(200)	-	-	(4,372)	(11,331)
A5 Transfers to / (from) funds						
					-	
Surplus / (deficit) for year	(4,172)	(200)	-	-	(4,372)	(11,331)

Section B Statement of balances

Categories	Details	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 £
B1 Cash funds	Cash and bank balances at start of year	4,654	494			5,148	16,479
	Surplus / (deficit) shown on receipts and payments account	(4,172)	(200)			(4,372)	(11,331)
						-	
						-	
	Cash and bank balances at end of year	482	294	-	-	776	5,148
	(Agree balances with receipts and payments account(s))	-	-	-	-	-	-

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

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

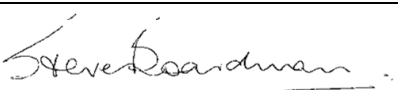
	Details	Fund to which liability relates	Amount due to nearest £	Last year to nearest £
B4 Liabilities				
		Total	-	-

	Details	Fund to which liability relates	Amount due (estimate) to nearest £	Last year 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

23 March 2018

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
--	---

Authority under which paid

£

C3b Trustee remuneration - details

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
---	---

Number of trustees

£

C4b Trustee expenses - details

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

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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					-	550
John Laurie (Member)	225				225	-
Personal donation John Douglas	100				100	-
ATOS	300				300	-
Studio Rental donations					-	450
Victoria Infirmary Radio					-	3,889
William Grant	400				400	1,000
HMRC GiftAid	2,679				2,679	174
MEB Charitable Trust	600				600	-
Niall Anderson (member)					-	352
Finesco	1,000				1,000	-
Inkjet Recycling					-	11
Patient Donations					-	65
Various member donations	385				385	502
Give As You Live	40				40	12
Comic Relief Community Cash		910			910	1,000
Foundation Scotland		-			-	-
Charitable Giving BTP	22				22	-
					-	-
Templeton Goodwill Trust	1,000				1,000	1,000
Bank Interest					-	4
Total	6,751	910	-	-	7,661	9,009

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	9,466				9,466	9,297
Electricity	2,371				2,371	2,049
Telephone	2,396				2,396	2,047
Insurance	1,117				1,117	1,154
Equipment & Repairs	351				351	421
Stationery & Admin	606				606	172
Fundraising costs	354				354	755
Misc	858				858	615
Business Rates	466				466	-
Internet Radio expenses		196			196	575
Water Rates					-	-
Total	17,985	196	-	-	18,181	17,085

Additional analysis (2)**5 Breakdown of unrestricted funds****Main Fund****Total
unrestricted
funds****Total
unrestricted
funds last
period****Receipts**

Donations	6,751				6,751	8,005
Legacies	-				-	-
Grants	-				-	-
Receipts from fundraising activities	7,062				7,062	9,071
Gross trading receipts	-				-	-
buildings	-				-	-
Rents from land & buildings	-				-	-
Gross receipts from other charitable activities	-				-	-
Sub total	13,813	-	-	-	13,813	17,076

Receipts from asset & investment sales

Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
Sub total	-	-	-	-	-	-
Total receipts	13,813	-	-	-	13,813	17,076

Payments

Expenses for fundraising activities	-				-	-
Gross trading payments	-				-	-
Investment management costs	-				-	-
Payments relating directly to charitable activities	17,985				17,985	16,510
Grants and donations	-				-	-
Governance costs:	-				-	-
Audit / independent examination	-				-	-
Preparation of annual accounts	-				-	-
Legal costs	-				-	-
Sub total	17,985	-	-	-	17,985	16,510

Payments relating to asset and investment movements

Purchases of fixed assets					-	
Purchase of investments					-	
Sub total	-	-	-	-	-	-
Total payments	17,985	-	-	-	17,985	16,510

Net receipts / (payments) (4,172) - - - (4,172) 566

Transfers to / (from) funds

					-	
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Surplus / (deficit) for year (4,172) - - - (4,172) 566

Nature and purpose of funds

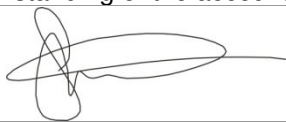
To cover the day to day running expenses of the Service

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

	Studio Development Fund				Total restricted funds	Total restricted funds last period
Receipts						
Donations	910				910	1,004
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	-	-	-	910	1,004
Receipts from asset & investment sales						
Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
Sub total	-	-	-	-	-	-
Total receipts	910	-	-	-	910	1,004
Payments						
Expenses for fundraising activities					-	
Gross trading payments					-	
Investment management costs					-	
Payments relating directly to charitable activities	196				196	575
Grants and donations					-	
Governance costs:					-	
Audit / independent examination					-	
Preparation of annual accounts					-	
Legal costs					-	
Other					-	
Sub total	196	-	-	-	196	575
Payments relating to asset and investment movements						
Purchases of fixed assets	914				914	12,326
Purchase of investments					-	-
Sub total	914	-	-	-	914	12,326
Total payments	1,110	-	-	-	1,110	12,901
Net receipts / (payments)	(200)	-	-	-	(200)	(11,897)
Transfers to / (from) funds					-	
Surplus / (deficit) for year	(200)	-	-	-	(200)	(11,897)
Nature and purpose of funds						
For specific projects						

OSCr

Office of the Scottish Charity Regulator

Report to the trustees/members of Registered charity number On the accounts of the charity for the period Set out on pages	Independent examiner's report on the accounts v2						
	The Hospital Broadcasting Service						
	SC009138						
	Period start date				Period end date		
	Day	Month	Year		Day	Month	Year
01	01	2016	to	31	12	2016	
7 to 12							
Respective responsibilities of trustees and examiner Basis of independent examiner's statement	<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>						
	<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>						
	<p>1. which gives me reasonable cause to believe that in any material respect the requirements:</p> <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> <p>2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.</p>						
Signed:				Date:	14 th May 2018		
Name:	Stephen Haggan on behalf of Peers & Associates Limited						
Relevant professional qualification(s) or body (if any):	ICAEW						
Address:	1 Castle Street						
	Ederley						
	Stockport SK3 9AB						