



# Annual Report & Accounts 2010

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

Registered as a Charity  
SC009138

Phone : 0141 - 221 - 4043  
Fax : 0141 - 204 - 0404  
<http://www.hbs.org.uk>

**Executive Committee Members**

Chairman	Niall Anderson
Treasurer	Stephen Boardman
Programme Director	John Gilbertson (to 25/04/10) Niall Anderson (from 25/04/10 - <i>acting</i> )
Technical Director	David Bannerman
Annual Post Holders	Eileen Heuston Peggy Mack Charlie Murphy (to 25/04/10) Isabel Vincent
Co-Opted Member	Cheryl Ward (from 25/04/10 to 13/10/10) Charlie Murphy (from 18/05/10)

**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**

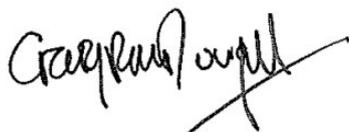


Niall Anderson  
Chairman  
20<sup>th</sup> March 2011



Stephen Boardman  
Treasurer  
20<sup>th</sup> March 2011

**Accounts independently examined**



Craig McDougall  
Commercial Controller, Victoria Infirmary Radio  
20<sup>th</sup> March 2011

### **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 2010.

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 projects to upgrade the studios and the transmission rack to professional standards and other specific projects.

### **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 approximately three thousand patients in the following establishments:

- Beatson Oncology Centre (West of Scotland Cancer Centre)
- Blawarthill Hospital (*to be reconnected following site redevelopment*)
- Drumchapel Hospital
- Gartnavel General Hospital
- Glasgow Homoeopathic Hospital
- Royal Alexandra Hospital
- Western Infirmary

The majority of listeners have personal bedside radios although those in Drumchapel hospital listen via speaker systems in the day-rooms.

### **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 organised by the HBA plus Regional Meetings hosted by various hospital radio stations in Scotland.

The Hospital Broadcasting Service maintains a close working relationship with NHS Greater Glasgow and Clyde.

## Review of Activities

### *Programming*

During the past year we have continued to provide a daily service to patients in both Glasgow and Paisley along with maintaining our schedule of 25 hours of live programming every week. The Open Line, which is our nightly music request show still continues to be our flagship programme. We have teams of ward visitors who collect requests from patients. Requests can also be phoned, emailed or faxed in.

The Open Line still continues to be very much in demand by our listeners with over 4000 songs requested in the past year. This represents an increase of 25% over 2009. The request figure is particularly significant as the average number of annual requests played on hospital radio services across the UK is still under 1000\*. Unlike virtually every other hospital radio station we are not located on hospital premises. Therefore to collect requests we have a minimum round trip from the studios of four miles.

Audio distribution issues at some sites of the hospital site have persisted. For most of the year, faults with the distribution system at the Royal Alexandra Hospital meant that only a limited number of wards were able to receive the programmes, and consequently we only played a modest amount of request for patients at this site.

After a gap of many years, Saturday evening programmes were re-introduced in the spring and have proved to be very popular with patients, often generating more record requests than the midweek shows. This means we have a record request programme at the same time of day, every day of the week.

Preceding the Open Line there are specialist shows covering a variety of musical styles including Easy Listening, Contemporary, Oldies, Swing, Jazz, Big Band, Traditional Scottish, Stage, Screen, and Show and Light Classical.

The quality of our programmes is something we are proud of. Over 60 of our former and current members were working professionally in the media over the year and more than 100 others having held professional media roles over the years.

The ability of our members to attain positions in the media is primarily the result of the high quality training programme which is delivered to our volunteers. Since the inception of the Service in 1970, the belief that the listeners deserve programmes and presenters of a level approaching professional broadcasting standards has ensured the high quality we have achieved, and we are committed to making it our goal at all times. This approach does mean that not all volunteers who have a desire to become a radio presenter will achieve their wishes, but they will be encouraged to make a valuable contribution through a managed route.

We continue to collate all request statistics on a database. Every track is noted and the information is used to guide our music policy in order that it closely reflects our listeners' selection of music. We also take note of any music requested which we do not have in the library and will go to considerable lengths to obtain a copy, allowing it to be played in the future when requested.

During the year we were able to increase the number of songs available on our computer play-out system. The storage of music on computer is a very effective method with fast and efficient access available from each studio and our production areas. The vast majority of our tracks are however still held on vinyl with this format accounting for 65% of the 65,000 tracks available in our library.

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\* Based on data provided for the National Hospital Radio Chart compiled, January 2011 by Warrington Hospital Radio.  
<http://www.requestcharts.org.uk>

*Training*

The training course for radio presenters restarted after a few months break at the beginning of the year, and ended 2010 with nine of the volunteer members having graduated.

*Technical Facilities*

Over the last 12 months, activity on the technical front has been significant. A number of events have triggered this, including the introduction of automated programming, and developments on the Southern General relocation.

Hospital reception has been almost fault-free, with only Gartnavel General Hospital requiring any attention. Again, as in previous years, the radio link system used for programme transmission has shown total reliability, and this year, the digital landline, sending programmes to the Royal Alexandra Hospital, has performed faultlessly.

The lack of stethoscopic style headsets and working radios has been disappointing, with respect to patients' ability to listen to the radio station. This was highlighted during several ward surveys carried out during the year.

Drumchapel continues to be one of the most reliable hospitals in the network, and the Beatson's Easyview system is unsurpassed in terms of reliability and reception quality.

A large proportion of time has been dedicated to the preparatory work necessary for the proposed relocation of the station to alternate premises at the Southern General Hospital. Extensive plans for studio layouts, cabling and equipment have been formulated.

The introduction of automated programming required a major upgrade to the transmission rack, which had been planned to take a few weeks to complete. However, because of the replacement of all cabling and the addition of new equipment, the work was incomplete at the end of the year. The new system will not only allow the extension of broadcast hours, but will also allow "Open Lines" to be recorded and repeated.

First-line maintenance has been minimal, with only the replacement of consumable items being required. Overall, the number of faults in studio and transmission equipment has been low.

*40<sup>th</sup> Anniversary Celebrations*

In November 2010, a special celebration event was hosted at Holyrood by Bill Butler MSP. Around one hundred former and current members and guests attended the event.



Looking through some of the hundreds of archive documents and pictures on display at Holyrood

In the 40 years of the Service, there have only been three Chairmen. Together for the first time; Eric Simpson, Niall Anderson and George McNair accept a 40<sup>th</sup> Anniversary Certificate from June Snowdon, President of the Hospital Broadcasting Association.

### *Record Library*

The Record Librarian role attracted a steady number of enquiries through the year, though we were only able to offer positions to a small number of people. The librarians have continued working their way through a vast amount of material including completing the backlog of un-catalogued vinyl (singles and albums), sorting and cataloguing donations of CDs and also dealing with transferring audio from 'older' formats into digital files.

Librarians also work closely with each of the evening production teams, identifying issues with the library database and with any of the recordings held.

### *Hospitals/Wards Served*

The number of hospital sites on the network remained constant throughout the year, although the refurbishment of some wards at the Western Infirmary meant that they ceased to receive radio programmes. As the site is due to close in a few years and radio system replacement was considered by the NHS, not to be cost effective.

### *Membership*

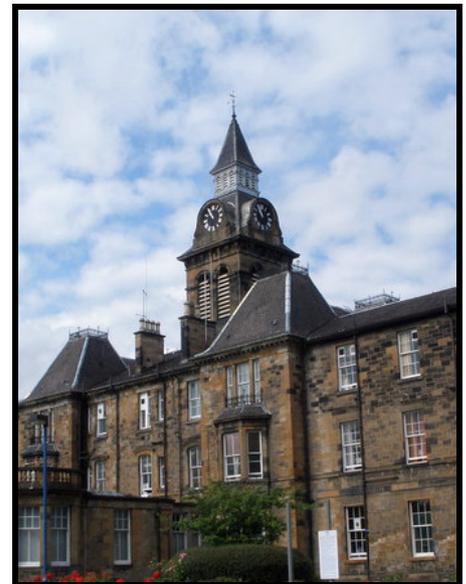
The number of volunteers remained relatively stable with just over eighty people involved in the running of The Service. In 2006 we introduced a waiting list because the steady stream of interest from potential volunteers exceeded operational needs. The list remained in place during 2010, though for much of the year new additions were suspended to allow the backlog to be reduced.

### *Accommodation*

In 2007 NHS Greater Glasgow and Clyde advised that we were to be offered rent free accommodation at the city's Southern General Hospital. The NHS continued to advise that there was a delay to implementing this, although the groups who were using the earmarked rooms have now been relocated, leaving the facilities currently vacant. A number of meetings were held between the NHS Estates team and the Hospital Broadcasting Service management, to confirm the facilities required and the associated costs.

Outline plans previously developed, continued to be discussed, with the year ending in anticipation that in 2011 approval would be granted for the project and works would be able to commence at some point in the year.

In the meantime, the organisation is continuing to operate from the cramped studio complex that it rents within Baltic Chambers in Glasgow City Centre. Due to the limited space available, a number of materials that have been donated for use in the relocated studio complex have continued to be stored at a combination of the Southern General Hospital and members' homes.



*Proposed New Studio Location at  
Southern General Hospital*

The limitation of available working space at Baltic Chambers also means that there is a restriction on the number of people that can join our teams. This in turn limits the amount of development of new programme ideas that we are able to work on.

*Operational Management*

The Executive Committee continue to meet monthly 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. The Supervisors are appointed by the Executive Committee from within the Ordinary Membership and are responsible for ensuring the smooth running of the evening including the programme production and hospital visiting aspects. 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 and Executive Committee hold a joint meeting every two months to ensure procedures are kept up to date and that there is consistency across evenings.

The Supervisors team also held another of their very productive annual 'away days' to investigate in detail the best practice for operating the organisation. In addition to the opportunity of having a whole day to discuss ideas, there are the benefits of the social aspects too. The first two of these events have been felt to be extremely beneficial to all concerned and are now an established part of the annual cycle of events.

*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 fund-raising event per month during the year. Many of these were bucket collections at major stores and shopping centres. The main locations at which we collected again, were IKEA, Braehead Shopping Centre and Silverburn Shopping Centre.

It was noticeable that the average amount raised at bucket collection events was again on the whole down on previous years, reflecting the current financial situation.

Individual members also organised very successful events, ranging from a band showcase evening at a city centre club, to personal sponsored events.

The Annual General Meeting once more endorsed the policy that all active members have to support and share the fund-raising requirements of the Service.

*Assets*

The Service holds assets as valued at the lower of cost or valuations as follows:

<u>Category</u>	<u>Value (£)</u>
Studio Electrical Equipment	68,604
Library Stock – CDs, records and tapes	21,218
Other contents	5,000
Total	94,822

## **Future Development**

### *Programming*

In the coming year, programming hours will be extended using technology funded by a generous donation from the Clydesdale Bank. The hours broadcast each evening will be doubled, with the additional time used to include information about local groups and organisations that assist patients. Inclusion of this information is often difficult in the existing programmes which are often full with patient's record requests.

Further development is also anticipated for non-presenters, allowing them to have an input into the schedule. Some of this has already commenced, thus ensuring their skills and experience are utilised and that appropriate advice and training is given.

A routine review of programme content and timings will also continue to ensure that productive ideas are incorporated, where beneficial, into the schedule.

### *Hospitals*

We will continue to work with the hospital sites to ensure maximum numbers of patients are able to receive and participate in our broadcasts. It is anticipated that we will also have an increased presence of our volunteers on the wards recording 'get well messages' from visitors and relatives and also patients introducing their own requests, some of these being real time live inserts using National Lottery funded equipment.

Discussions will also continue with NHS management as the plans for the redevelopment of Blawarthill Hospital are finalised.

If the studio relocation proposals go ahead, the way that the broadcast output can be split among various hospitals will also be investigated further. This will provide the ability to run parallel request programmes so that we can be sure to offer the best possible service to our listeners.

### *Technical*

The relocation to the Southern General Hospital is still in the planning stages, but with the NHS Board for Greater Glasgow and Clyde playing a more involved role, these plans are constantly evolving.

At the time of writing, it has been proposed that studio facilities be replaced with new equipment due to the current age of existing technical facilities. This planned upgrade and relocation is anticipated to take place over a twelve month period. New and existing transmission equipment will be installed together in a single central apparatus area, with a view to the provision of multiple separate networks allowing split broadcasts to happen.

A large proportion of the new equipment involves the use of computers, so an expanded computer network will be required. In order to accommodate this, new networking equipment will be installed to improve efficiency and allow more data to be carried.

It is envisaged that once the go-ahead for relocation is given, the installation work will take about a year to complete. This is realistic due to the size and ambitious nature of the project.



*Glasgow Homoeopathic Hospital*



*Beatson Oncology Centre*



*Blawarthill Hospital*



*Gartnavel General Hospital*



*Royal Alexandra Hospital*

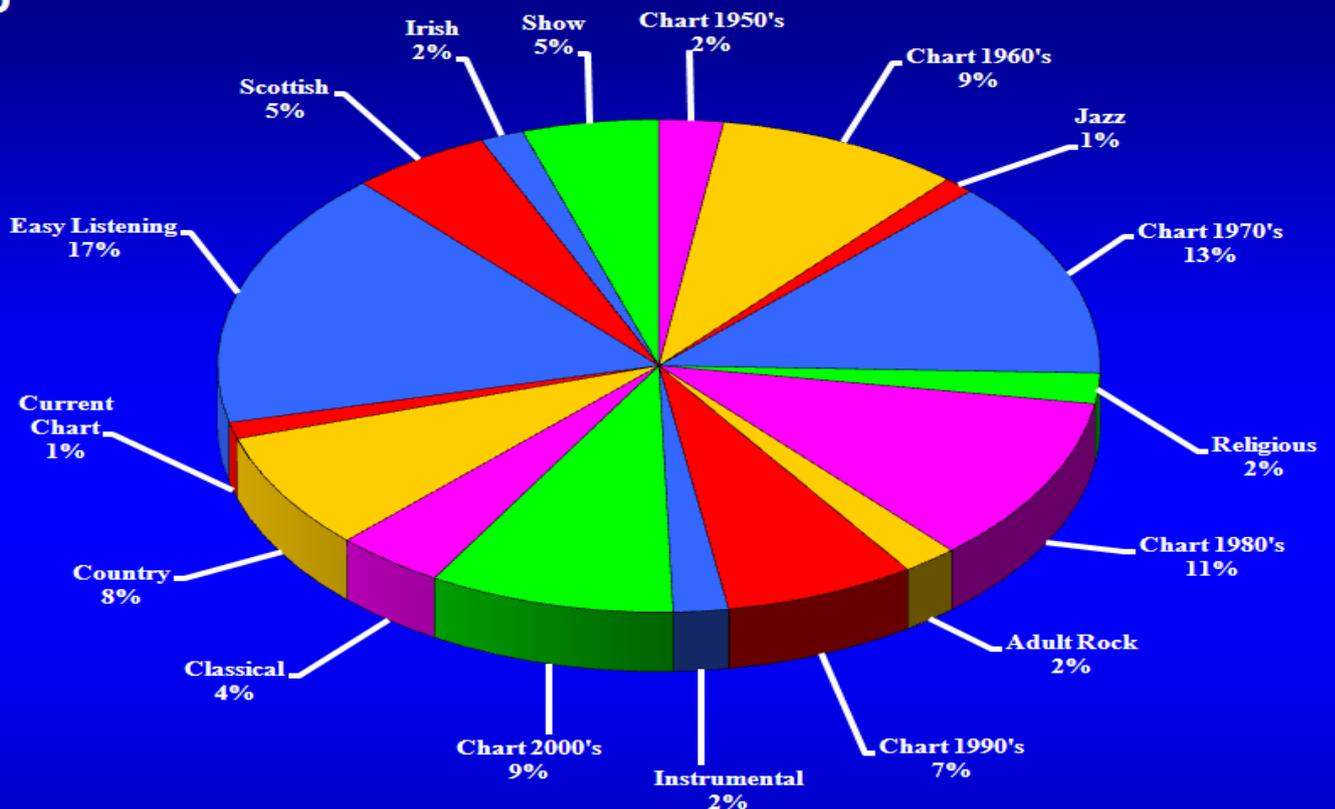


*Drumchapel Hospital*



*Western Infirmary*

### Patient's Record Requests 2010



Accounts

**Main Fund  
Receipts & Payments Statement  
Year Ended 31st December 2010**

	<u>Appendix</u>	2010		2009	
		<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<b><u>Income</u></b>					
Membership fees		265.00		563.00	
Fund raising activities	1	7,651.44		7,377.58	
Donations	2	5,373.88		2,880.90	
Other Income (including interest)		0.00		6.16	
<b>Total Income</b>			<b>13,290.32</b>		<b>10,827.64</b>
<b><u>Expenditure</u></b>					
Establishment Expenses	3	10,677.62		10,411.76	
Equipment & Repairs		409.67		707.45	
Administration Expenses	4	1,105.54		2,804.16	
<b>Total Expenditure</b>			<b>12,192.83</b>		<b>13,923.37</b>
<b>Net change in Fund over the year:</b>			<b><u>1,097.49</u></b>		<b><u>(3,095.73)</u></b>

**Main Fund  
Balance Sheet  
Year Ended 31st December 2010**

	<u>Appendix</u>	2010		2009	
		<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<b>Balance at start of year:</b>					
No 1 Account		163.79		3,259.52	
Net Current Assets		0.00		0.00	
<b>Total</b>			<b>163.79</b>		<b>3,259.52</b>
<b>Net change in funds over the year</b>			<b>1,097.49</b>		<b>(3,095.73)</b>
<b>Balance at end of year</b>			<b><u>1,261.28</u></b>		<b><u>163.79</u></b>
<b>Split of balance at end of year:</b>					
No 1 Account		1,261.28		163.79	
Net Current Assets		0.00		0.00	
<b>Total</b>			<b><u>1,261.28</u></b>		<b><u>163.79</u></b>

## Studio Development Fund Receipts & Payments Statement Year Ended 31st December 2010

	2010		2009	
	£	£	£	£
Donations:				
Membership - Mini Raffle	24.00			
East Dunbartonshire Council	2,048.00			
Red Nose Day donation	839.00			
Clydesdale Bank			1,500.00	
Plus interest	1.13		1.87	
		2,912.13		1,501.87
Expenditure		(2,881.04)		(1,445.55)
Net change in Fund over the year:		<u>31.09</u>		<u>56.32</u>

## Studio Development Fund Balance Sheet Year Ended 31st December 2010

	2010		2009	
	£	£	£	£
Balance at start of year:				
No 2 Account	3,644.57		3,588.25	
90 Day Account	32.76		32.76	
Total		3,677.33		3,621.01
Net change in funds over the year		31.09		56.32
Balance at end of year		<u>3,708.42</u>		<u>3,677.33</u>
Split of balance at end of year:				
No 2 Account		3,675.66		3,644.57
90 Day Account		32.76		32.76
Total		<u>3,708.42</u>		<u>3,677.33</u>

N.B. The assets held in the form of studio equipment are not included in this balance sheet.

Notes to the Financial Statements Year Ended 31st December 20101. Fund Raising Income

	£
Bearsden & Milngavie Highland Games 2009	1,000.00
Lenzie Gala Day	300.00
Car boot sale	75.00
Bearsden & Milngavie Highland Games 2010	1,000.00
John McGowne - hire of equipment	100.00
Mini Raffle	1,148.11
Le'Anne Whitley - Dig Deep	227.50
John McGowne - hire of equipment	100.00
	<b>3,950.61</b>

<u>Can collections:</u>	£	
Braehead (March)	395.18	
Silverburn (April)	378.42	
IKEA (May)	447.80	
Braehead (August)	699.89	
Silverburn (October)	888.97	
Braehead (November)	279.00	
Silverburn (December)	611.57	
		3,700.83
		<b>£7,651.44</b>

2. Donations

	£
Munro Rehab Ltd	250.00
HM Revenue and Customs	215.18
The Society of Helpers	200.00
Isabel Vincent	5.00
Talteg	250.00
John Gilbertson - Scotland Patients	200.00
Margaret Murdoch Charitable Trust	1,000.00
Partick Fayre	150.00
Flyers - donated by Isabel Vincent	100.00
icare - Advertising	545.00
Membership Fee donations	472.70
FM Licence reimbursed	1,986.00
	<b>£5,373.88</b>

3. Establishment Expenses

	2010	2009
	£	£
Studio Rental & Common Charges	6,901.55	6,747.00
Electricity	1,393.44	1,557.51
Telephone	1,301.85	1,231.62
Insurance	1,080.78	875.63
	<b>£10,677.62</b>	<b>£10,411.76</b>

4. Administration Expenses

	2010	2009
	£	£
FM Licence		662.00
Stationery & Administration costs*	808.39	1,392.43
Fundraising costs	57.15	712.73
Miscellaneous**	240.00	37.00
	<b>£ 1,105.54</b>	<b>£2,804.16</b>

\* *Badges and photographic materials, Annual Report, stamps and stationery for membership circulars and materials sent to potential corporate sponsors, printer cartridges etc.*

\*\* *Training, HBA membership and 40th anniversary expenses*

5. Members' Expenses

No expenses were paid to any Members during the year, except to reimburse them for purchases made on behalf of the Hospital Broadcasting Service.

6. Members' Indemnity Insurance

No charitable funds have been used to purchase insurance to indemnify the Members against the consequences of any neglect or default on their part.

7. Treatment of FM Licence Fee Reimbursement

The Executive Committee has changed the policy on treatment in the accounts of the reimbursement for the FM licence by the NHS. Formerly the reimbursement has been treated as a reduction in the expense, however, the Committee feels that it is more meaningful to treat it as a donation due to the difference in timing between paying the charge and receiving the reimbursement.

8. Accounting Policies

The Hospital Broadcasting Service is registered as a charity under the Office of the Scottish Charity Regulator and as such is governed by the Charities and Trustee Investment (Scotland) Act 2005. Under this Act and the Charities Accounts (Scotland) Regulations 2006, it is classified as a small charity since it has a gross income or total expenditure of not more than £100,000 per annum. Section 8(1) of the Regulations therefore entitles The Hospital Broadcasting Service to take advantage of the more limited and simplified presentation of its financial statements. As a result of this, and to be consistent with prior years, a Receipts and Payments Account has been prepared and presented.

## Appendix 4

### Consolidated Balance Sheet

#### Year Ended 31st December 2010

Year ended 31 December	2010		2009	
	£	£	£	£
Balance at start of year				
No 1 Account	163.79		3,259.52	
No 2 Account	3,644.57		3,588.25	
90 Day Account	32.76		32.76	
Net Current Assets/(Liabilities)	0.00		0.00	
Total		3,841.12		6,880.53
Net change in funds over the year		1,128.58		(3,039.41)
Balance at end of year		<u>4,969.70</u>		<u>3,841.12</u>
Split of balance at end of year:				
No 1 Account		1,261.28		163.79
No 2 Account		3,675.66		3,644.57
90 Day Account		32.76		32.76
Net Current Assets/(Liabilities)		0.00		0.00
Total		<u>4,969.70</u>		<u>3,841.12</u>

Note 1: No 2 Account and 90 Day Account both relate to the specific Studio Development Fund, for the particular project of upgrading Studio 1, Studio 2 and the transmission rack to professional specification.

Note 2: There were no Net Current Assets/(Liabilities) at 31st December 2010

These amounts are included in the relevant items in the Income & Expenditure Statement.

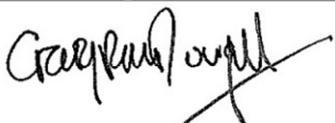
Signed:

Steve Boardman  
Treasurer

## APPENDIX

## OSCR

Office of the Scottish Charity Regulator

Report to the trustees/members of		Independent examiner's report on the accounts					v2	
		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
		01	01	2010		31	12	2010
Set out on pages		9 - 13						
Respective responsibilities of trustees and examiner		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.						
Basis of independent examiner's statement		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.						
Independent examiner's statement		In the course of my examination, no matter has come to my attention <del>disclosed on the attached page*</del> [other than that]						
		<p>1. which gives me reasonable cause to believe that in any material respect the requirements:</p> <ul style="list-style-type: none"> <li>to keep accounting records in accordance with section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and</li> <li>to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations</li> </ul> <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:		20 March 2011
Name:		Craig McDougall						
Relevant professional qualification(s) or body (if any):								
Address:		9 Broomieknowe Gardens						
		Burnside						
		Rutherglen G73 3QA						