



Hospital Broadcasting Service

Annual Report & Accounts 2016



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

Registered as a Charity
SC009138

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<http://www.hbs.org.uk>

Executive Committee Members

Chairman	Niall Anderson
Treasurer	Stephen Boardman
Programme Director	Peggy Mack
Technical Director	David Bannerman
	Spencer Canniffe <i>(until 17/04/16)</i>
	Jon Stonefield <i>(until 17/04/16)</i>
	Monika Bieńkowska <i>(from 17/04/16)</i>
	Robert Craw <i>(from 17/04/16)</i>
	Norman Ross <i>(from 17/04/16)</i>

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
9th April 2017



Stephen Boardman
Treasurer
9th April 2017

Accounts independently examined



Stephen Haggan
ICAEW
9th April 2017

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 2016.

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 four thousand patients in the following establishments:

- Beatson Oncology Centre (West of Scotland Cancer Centre)
- Gartnavel General Hospital
- Glasgow Homoeopathic 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 that was first launched 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 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

In addressing the differences in musical taste of our hospital-based audience, our programmes realistically reflect the depth of that variety.

Listener interaction significantly increased over the year following stronger promotion of contact details for email, website and facebook. A text number was also introduced however phone calls remain the main way of receiving contact from our hospital listeners.

Most music requests are still generated by our ward request-collectors who currently operate Sunday to Friday. The numbers of potential Listeners this year increased hugely towards the end of this year with the addition of over 1,100 beds at the Queen Elizabeth University Hospital.

Six nights a week we broadcast the 'Open Line' request shows which have seen a noticeable increase in patient requests since extending to the QEUH site.

The breadth of shows broadcast was widened as we introduced both a 'Rock Show' and 'Rock Power Anthems' to suit the changing musical tastes of patients. Late evenings have also had a further makeover with Monday evenings and a show called Kaleidoscope.

Saturday mornings have seen a re-introduction of live programmes after a very long gap while live programmes during the week have seen an extension with some nights now starting an hour earlier. Also re-introduced were live programmes on Christmas Day.

The HBS Presenters' group saw some changes due to retirement but to counter this, trainees completing the in-house broadcasting skills course were offered posts and some former volunteers including professional broadcasters, have returned, some on a regular basis.

There was success in the national Hospital Radio Awards competition held in Watford. This saw us yet again in the top 5 for our entry to the 'Station of the Year' category, while our Programme Director - Peggy Mack - was named 'UK Female Presenter of the Year'.



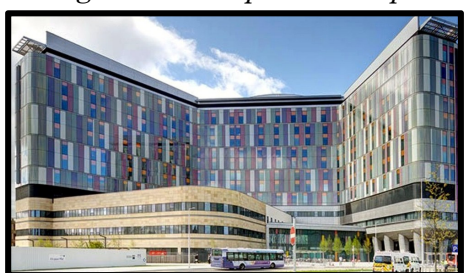
Glasgow Homoeopathic Hospital



Royal Alexandra Hospital



Beatson Oncology Centre



*Queen Elizabeth University
Hospital*



Gartnavel General Hospital

Hospitals/Wards Served

Streamlining of hospital services in Glasgow during 2016 saw the closure of Drumchapel Hospital which had been served by HBS for many years. For most of this time a special Sunday morning request show was broadcast from loudspeakers in the day-rooms.

Connection to Glasgow Royal Infirmary didn't receive the ward 'roll-out' anticipated for 2016. Late in the year though, NHS trials of a potential new bedside entertainment system were started. It is understood that if a success, we would see our programmes available when the system is installed. In the meantime, patients can still listen on-line.

In October, we completed the technical connection allowing broadcasts to reach the bedside equipment of the Queen Elizabeth University Hospital. NHS management had previously confirmed they wanted to link extension of programmes to this hospital with the introduction of a new Service Level Contract. Both were achieved during the year.



Queen Elizabeth University Hospital

Glasgow Royal Infirmary

Technical Facilities

The year saw additions made to the station's facilities, improving overall service provision to the patients, and allowing future expansion. There were, however, IT related issues.

Plans to connect to the Queen Elizabeth University Hospital were realised with the installation of a fibre-optic link from the studios to the hospital site. This also replaced an ageing mono link meaning that all hospitals now receive programmes in stereo.

Our Outside Broadcast-link equipment based on dial-up telephone-based equipment was superseded with a web-based system. The system uses Windows-based computers at either end of the link and Google browser plus a subscription to an audio-link service. Audio quality is near-perfect studio quality and can operate in stereo with negligible time-delay.

Studio ventilation had been a continuing issue for many years. Various attempts to cool the studios have been tried with disappointing results. During the year a new system using larger ducts and fans than previously was installed and this has provided significantly better results.

Work also began on upgrading the transmission equipment as the current system has been in service for around 20 years. The new system has been designed with the flexibility to support more studios and additional transmission options should they be required, together with increased reliability and ease-of-use.

On a couple of occasions, the equipment that runs the computer network failed due to mains power issues. Equipment to smooth and regulate mains voltage has been installed to counter this and, so far, no further problems have been experienced.

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

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 extending broadcasts to the QEUH, the organisation launched a recruitment drive in the summer. A significant number of people enquired with around twenty having started involvement by year-end, taking membership numbers above eighty.

To comply with the Service Level contract agreed with the NHS, a revised induction course was created. The course sees potential recruits attending sessions to learn about constraints the radio service has to operate within and also provides a clear understanding of the aims and objectives of the charity.



Peggy Mack
UK Hospital Radio
Presenter of the Year 2016



Eric Simpson (pictured right)
1945 – 2016
Co-founder of HBS
Chairman 1975 - 1996



Drumchapel Hospital
Closed during 2016



*Some of the new volunteers
who joined during 2016*

Future Development

Programming

A new venture in programming - to run a short story writing competition - had an enthusiastic response. Although the closing date for entries was in 2016, the winners and broadcasts of the finalists will take place early in 2017. There are plans to repeat the event and to offer other creative opportunities to the Glasgow and Paisley Communities.

The development and establishment of new Production Teams will result in increased content for existing programmes and the creation of new programmes, both live and recorded. These ventures will be encouraged and supported, and the increase in numbers of volunteers allocated to each evening's team should realise these aims.

The use of our high-quality audio-link equipment will be expanded, particularly for chatting live on-air to patients on the wards.

Other methods of incorporating additional voices into shows will be used. Recordings of friends/relatives asking for music requests for patients, plus extending programme features to cover an increasing range of events in the local community will see an expansion of content in existing programmes.

Regular meetings of the Presentation Team will continue, as before, throughout the year.

Hospitals

We will continue to work with the hospital sites to ensure the maximum number of patients can receive and participate in our broadcasts. Awareness of the radio service is something that we intend to work on in the coming year particularly as we establish our presence at the QEUH (Queen Elizabeth University Hospital). The goal is to extend awareness not only with patients but also staff and those visiting the hospital.

Until new bedside equipment is installed in some hospitals, the primary method of reaching some patients remains the internet streaming option. NHS Greater Glasgow and Clyde offer free Wi-Fi connection in most of their wards/public areas so listening this way should normally be without any charge/data usage for patients.

Technical

The studios have some issues with the current level of acoustic treatment. In the coming year we hope to review/address this and provide an improvement both to the performance of sound absorption and the visual impact.

The radio station output/switching system which was delivered to us last year will be fully integrated into the upgraded transmission rack. As this is a bespoke set-up, created uniquely for our needs, it may take some time to achieve this. It's hoped though that the system will be operational by summer.

In a similar vein, the current automation system that broadcasts programmes when the studios are unattended is very labour-intensive and has extremely limited scheduling logic. This means that a significant amount of time is taken weekly to manually schedule pre-recorded output. 2017 will see a migration to the more powerful Synergy-based 'Enterprise' system, meaning that automated playout and live-studio programmes will for the first time be using the same audio content. The amount of volunteering time that this will save per year will be in terms of hundreds of hours.

Receipts and payments accounts							
For the period from	Period start date			to	Period end date		
	Day	Month	Year		Day	Month	Year
	01	January	2016		31	December	2016

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	8,005	1,004			9,009	15,777
Legacies					-	-
Grants					-	-
Receipts from fundraising activities	9,071				9,071	7,315
Gross trading receipts					-	
Income from investments other than land and buildings					-	
Rents from land & buildings					-	
Gross receipts from other charitable activities					-	11,695
					-	
A1 Sub total	17,076	1,004	-	-	18,080	34,787
A2 Receipts from asset & investment sales						
Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
A2 Sub total	-	-	-	-	-	-
Total receipts	17,076	1,004	-	-	18,080	34,787
A3 Payments						
Expenses for fundraising activities					-	
Gross trading payments					-	
Investment management costs					-	
Payments relating directly to charitable activities	16,510	575			17,085	16,954
Grants and donations					-	
Governance costs:					-	
Audit / independent examination					-	
Preparation of annual accounts					-	
Legal costs					-	
Other					-	7,795
					-	
A3 Sub total	16,510	575	-	-	17,085	24,749
A4 Payments relating to asset and investment movements						
Purchases of fixed assets		12,326			12,326	676
Purchase of investments					-	
A4 Sub total	-	12,326	-	-	12,326	676
Total payments	16,510	12,901	-	-	29,411	25,425
Net receipts / (payments)	566	(11,897)	-	-	(11,331)	9,362
A5 Transfers to / (from) funds						
					-	
Surplus / (deficit) for year	566	(11,897)	-	-	(11,331)	9,362

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	4,088	12,391			16,479	7,117
	Surplus / (deficit) shown on receipts and payments account	566	(11,897)			(11,331)	9,362
						-	
						-	
	Cash and bank balances at end of year	4,654	494	-	-	5,148	16,479
	(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	-	-	-

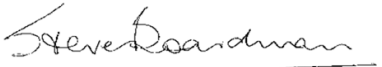
	Details	Fund to which liability relates	Amount due to nearest £	Last year to nearest £
B4 Liabilities				
		Total	-	-

	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

09 April 2017

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
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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
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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

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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				550	200
Natalie Humphries (member)					-	25
Stripe					-	41
Skye Kennedy					-	11
Studio Rental donations	450				450	-
Victoria Infirmary Radio	3,889				3,889	-
William Grant	1,000				1,000	-
HMRC GiftAid	174				174	647
MEB Charitable Trust					-	600
Niall Anderson (member)	352				352	575
Fiona Palmer (member)					-	120
Inkjet Recycling	11				11	-
Patient Donations	65				65	9
Various member donations	502				502	354
Give As You Live	12				12	17
Comic Relief Community Cash		1,000			1,000	-
Awards For All					-	10,000
Internet Radio Grant					-	2,175
Templeton Goodwill Trust	1,000				1,000	1,000
Bank Interest		4			4	3
Total	8,005	1,004	-	-	9,009	15,777

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 £
Transfer from deposit account					-	10,795
Transfer from current account					-	900
Total	-	-	-	-	-	11,695

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	9,297				9,297	7,736
Electricity	2,049				2,049	1,211
Telephone	2,047				2,047	1,695
Insurance	1,154				1,154	1,859
Equipment & Repairs	421				421	1,574
Stationery & Admin	172				172	1,375
Fundraising costs	755				755	82
Misc	615				615	530
FM Licence					-	208
Internet Radio expenses		575			575	684
Water Rates					-	-
Total	16,510	575	-	-	17,085	16,954

Additional analysis (2)**5 Breakdown of unrestricted funds**

Main Fund

Total unrestricted
fundsTotal unrestricted
funds last period**Receipts**

Donations	8,005				8,005	3,599
Legacies	-				-	-
Grants	-				-	-
Receipts from fundraising activities	9,071				9,071	7,315
Gross trading receipts	-				-	-
buildings	-				-	-
Rents from land & buildings	-				-	-
Gross receipts from other charitable activities	-				-	10,795
Sub total	17,076	-	-	-	17,076	21,709

Receipts from asset & investment sales

Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
Sub total	-	-	-	-	-	-
Total receipts	17,076	-	-	-	17,076	21,709

Payments

Expenses for fundraising activities	-				-	-
Gross trading payments	-				-	-
Investment management costs	-				-	-
Payments relating directly to charitable activities	16,510				16,510	16,270
Grants and donations	-				-	-
Governance costs:	-				-	-
Audit / independent examination	-				-	-
Preparation of annual accounts	-				-	-
Legal costs	-				-	-
Sub total	16,510	-	-	-	16,510	16,270

Payments relating to asset and investment movements

Purchases of fixed assets					-	
Purchase of investments					-	
Sub total	-	-	-	-	-	-
Total payments	16,510	-	-	-	16,510	16,270

Net receipts / (payments)

Net receipts / (payments)	566	-	-	-	566	5,439
Transfers to / (from) funds					-	
Surplus / (deficit) for year	566	-	-	-	566	5,439

Nature and purpose of funds

To cover the day to day running expenses of the Service

Additional analysis (3)

6 Breakdown of restricted funds

Main Fund

Total unrestricted
fundsTotal unrestricted
funds last period

Receipts

Donations	1,004				1,004	12,178
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					-	900
Sub total	1,004	-	-	-	1,004	13,078

Receipts from asset & investment sales

Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
Sub total	-	-	-	-	-	-
Total receipts	1,004	-	-	-	1,004	13,078

Payments

Expenses for fundraising activities					-	
Gross trading payments					-	
Investment management costs					-	
Payments relating directly to charitable activities	575				575	684
Grants and donations					-	
Governance costs:					-	
Audit / independent examination					-	
Preparation of annual accounts					-	
Legal costs					-	
Other					-	7,795
Sub total	575	-	-	-	575	8,479

Payments relating to asset and investment movements

Purchases of fixed assets	12,326				12,326	676
Purchase of investments					-	-
Sub total	12,326	-	-	-	12,326	676
Total payments	12,901	-	-	-	12,901	9,155

Net receipts / (payments) (11,897) - - - (11,897) 3,923

Transfers to / (from) funds

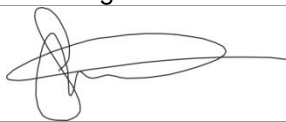
					-	
Surplus / (deficit) for year	(11,897)	-	-	-	(11,897)	3,923

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 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> <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: Name: Relevant professional qualification(s) or body (if any): Address:				Date:	9 th April 2017		
Stephen Haggan on behalf of Peers & Associates Limited							
ICAEW							
1 Castle Street Ederley Stockport SK3 9AB							