



# Annual Report & Accounts 2011

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 Niall Anderson (to 30/06/11) acting

Philippa Murrey (from 30/06/11 to 09/10/11) David Bannerman (from 10/10/11) *acting* 

Technical Director David Bannerman Annual Post Holders Peggy Mack

Isabel Vincent (to 01/10/11)

Co-Opted Members Eileen Heuston (from 09/05/11)

Charlie Murphy (from 09/05/11) Derek McHugh (from 09/05/11)

#### **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

N. M Anderson

Niall Anderson Chairman

25th March 2012

Stephen Boardman

Treasurer

25th March 2012

#### Accounts independently examined

David Parsley

Divisional Financial Controller

25th March 2012

Cover Picture: HBS Members at Baltic Chambers

#### **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 2011.

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**

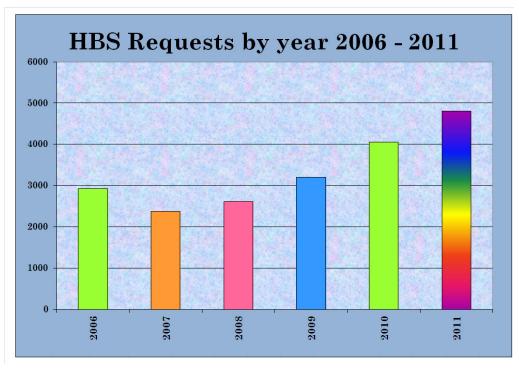
HBS has a long and distinguished track record of providing quality programmes to hospitals in the Greater Glasgow and Clyde area. Over the year, a number of changes were made to the programme schedule and to the delivery of the presenter training course. We've also added a considerable number of items to our already extensive music library which now holds over 65,000 tracks.

The Service transmits both live and automated programmes 7 days a week, 365 days a year. Every evening at 6 o'clock and 7 o'clock specialist music programmes are broadcast that are designed to appeal to specific tastes within an eclectic demographic. A new range of programmes were introduced in the 6 o'clock hour in order to give evenings a more clearly defined structure, and this also widened the scope of the genres covered.

Our nightly flagship programme, "The Open Line", gives listeners the opportunity to choose the music that they would like to hear, mixed with fun and entertainment. Patients can either ask for requests by talking to our nightly request collector teams, or by phoning us at any time of the day. If we are unable to find a requested track in our library, we have the resources to obtain a copy within minutes. Listener interaction is of prime importance during the programme, so competitions and phone-ins are run regularly, giving patients the chance to win prizes, and to speak on-air over the phone.

All request information is collated and entered into a constantly evolving database. This shows us the music that is the most popular, and allows us to guide the station's music policy. Across the year, the categories that were most popular were Easy Listening and songs from the 1970s and 1980s.

Presenter training has been revamped, and a team of 5 people has been organised to deliver this. This team looks after a number of areas including technical operations, production techniques, presentation techniques and after-care for those who have graduated from the course. The course teaches a variety of subjects required for programme presentation to a professional standard, and is flexible in terms of each trainee's abilities.



#### Technical Facilities

The year was very quiet in terms of technical work. Most tasks were of a first-line maintenance nature, although there were a couple of major faults that had to be repaired. The Southern General relocation project was still on hiatus, so there were no further engineering developments in this respect.

In the main, studio resources have performed admirably considering the age of most of the equipment. Studio ergonomics have been improved, and facilities which had been removed for repair have been restored. However, there were occasions when serious faults resulted in studios having to be briefly decommissioned, but due to the nature of these faults, disruption has been minimal.

Transmission facilities have proven to be reliable in general, although there have been a number of issues related to automated programme playout. It was found that the PC used for this purpose had been infected by a virus, so network security was increased. No further problems of this nature have since occurred.

Computers have been quite troublesome, and there have been frequent occasions when facilities on the network or on individual PCs were unusable. As a result, it was decided to rebuild each of the PCs, and at this time, this work is still ongoing.

Hospital reception is still hampered by the lack of working radios and availability of headsets, although the Easyview system at the Beatson, and the dayroom speaker system at Drumchapel once again prove to be the most reliable. Although the RAH has suffered from landline and distribution faults in the past, it's now on course for patients to be able to listen with the hospital management distributing new headsets.



Some of the things our volunteers do, to keep the Service running smoothly

- 1. Broadcasting a Live Programme
- 2. Working in the Production Room
- 3. Providing PA at Highland Games

- 4. Meeting with NHS Management
- 5. Fund-Raising at Silverburn
- 6. Collecting Requests on the Wards

#### Record Library

The Record Librarian role continued to attract 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, concentrating on 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

A number of wards previously served were refurbished and in the process lost their bedside radio equipment. However the number was small and had no effect on listening figures which continued their upward pattern of recent years, with a 19% increase in patient record requests.

#### Membership

The number of volunteers dipped slightly with just under eighty people involved in the running of The Service. This drop was a result of stabilising the number of people required to run the Service effectively rather than a drop in interest. 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 2011, and maintains an average of between twenty and thirty names.

#### 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 2012 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. These meetings 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 we collected at were IKEA, Braehead Shopping Centre and Silverburn Shopping Centre.

The average amount raised at bucket collection events has started to increase, having been noticeably down the previous year as a result of the economic downturn.

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

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:

$\underline{\text{Category}}$	<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**

It's hoped that the throughput of the presenter training course will be increased in order to enlarge the pool of available presenters. This would allow presenters to be re-allocated to different programmes, creating an option of a two-month-on, two-month-off approach to scheduling, potentially allowing the expansion of the types of programmes offered.

An increase in speech-based programmes is also under consideration. Documentaries, interviews, and discussions would be included within this field, and in the past, high quality dramas have been produced, so it is intended that this should continue.

To allow for more patient interaction, a live bingo game will be broadcast. Initially this will be dedicated to the Beatson, but it could potentially be extended to other hospitals in the future.

#### *Hospitals*

We will continue to work with the hospital sites to ensure the 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

Although we're still waiting to be given the go-ahead to begin the relocation of the Service to the Southern General, preparatory work has continued. Various site visits have taken place, and this has resulted in plans for two new studios to be constructed

Due to the expense of the overall project, research and development work has begun in order to find ways to reduce the budget for proposed technical facilities. This includes the implementation of equipment for signal distribution and routing, as well as the potential re-use of equipment currently installed at Baltic Chambers.

Other plans for the technical infrastructure to be commissioned at the Southern General complex have yet to be finalised. Once a decision is made to allow the relocation to begin, and the exact nature of the equipment to be installed is known, these plans will be completed.

In the meantime, it is planned to upgrade the existing computer network. New PCs are planned to be purchased, which will allow the current machines to be re-used for less demanding roles. It's also hoped that the server's storage capacity will be increased, as the current system is reaching its limit.







Glasgow Homoeopathic Hospital

Beatson Oncology Centre







Blawarthill Hospital

Gartnavel General Hospital



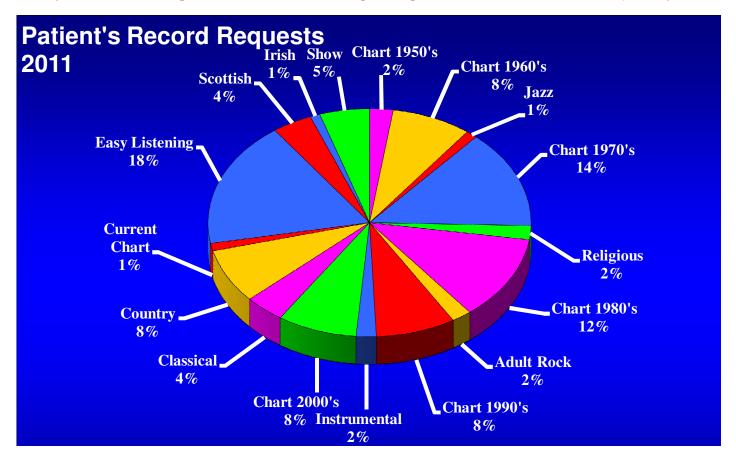




Royal Alexandra Hospital

 $Drumchapel\ Hospital$ 

Western Infirmary



SC009138

Receipts and payments accounts								
		Period start date				Period end date		
For the period	Day	Day Month Year			Day	Month	Year	
from	01	January	2011	] [	31	December	2011	

			Expendable	Permanent		
	Unrestricted funds	Restricted funds	endowment funds	endowment funds	Total funds current period	Total funds las period
	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £
A1 Receipts						
Donations	7,375	1,017			8,392	6,238
Legacies	200	,-			200	
Grants		2,132			2,132	2,048
Receipts from fundraising activities	8,231	2,102			8,231	7,916
	0,231					7,910
Gross trading receipts Income from investments other than					-	
land and buildings					_	
Rents from land & buildings					_	
Gross receipts from other charitable activities					_	
A1 Sub total	15,806	3,149	-	-	- 18,954	16,202
A2 Receipts from asset &						
investment sales	1	<del> </del>		<u> </u>		
Proceeds from sale of fixed assets					-	
Proceeds from sale of investments					-	
A2 Sub total	-	-	-	-	-	
Total receipts	15,806	3,149	-	-	18,954	16,202
A3 Payments						
Expenses for fundraising activities					-	
Gross trading payments					_	
Investment management costs						
Payments relating directly to charitable					_	
activities	13,325				13,325	12,571
Grants and donations					-	
Governance costs:					-	
Audit / independent examination					_	
Preparation of annual accounts					_	
Legal costs					_	
Other					_	
Culor					-	
40 Cub 4-4-1	10.005				10.005	10.571
A3 Sub total	13,325	-	-	-	13,325	12,571
A4 Payments relating to asset and						
investment movements Purchases of fixed assets		1 710			4 740	0.500
Purchase of investments		1,713			1,713	2,503
		4 740				0.500
A4 Sub total	-	1,713	-	-	1,713	2,503
Total payments	13,325	1,713	-	-	15,038	15,074
Net receipts / (payments)	2,481	1,436	-	-	3,917	1,128
A5 Transfers to / (from) funds					-	
Surplus / (deficit) for year						
ourpius / (delicit) for year	2,481	1,436			3,917	1,12

SC009138

Section B Statement	of balances						
Categories	Details	Unrestricted funds	Restricted funds	Expendable endowment funds	Permanent endowment funds	Total current period	Total last period
outogorioo		to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £
B1 Cash funds	Cash and bank balances at start of year	1,261	3,708			4,970	3,841
	Surplus / (deficit) shown on receipts and payments account	2,481	1,436			3,916	1,128
						-	
						-	
	Cash and bank balances at end of year	3,742	5,144	-	-	8,886	4,969
	(Agree balances with receipts and payments account(s))	- 0	-	-	-	- 0	-
				Fund to which	asset belongs	Market valuation	Last year
	Details					to nearest £	to nearest £
B2 Investments							
					Total		
	Details		Fund to which	asset belongs	Cost (if available)	Current value (if available)	Last year
B3 Other assets					to nearest £	to nearest £	to nearest £
				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
	Ba_			Stephen Boardm	an (Treasurer)		25 March 2012
	N.M Ander			Niall Andersor	(Chairman)		25 March 2012

SC009138

# **Section C Notes to the Accounts**

C1 Nature and purpose of funds (may be stated on analysis of funds worksheets)	The unrestricted funds are us The restricted funds are dona			ning costs of th	ne Service.
	Type of activity or project s	supported	Individual / institution	Number of grants made	£
C2 Grants	Purchase of Solid State Sound equip	oment	Red Nose Day	1	1,139
	Purchase of toolchest and sundry ed			1	574
				Total	1,713
C3a Trustee remuneration	If no remuneration was paid during t a trustee cross this box (otherwise co			on connected to	х
	Auth	ority under which	paid		£
C3b Trustee remuneration - details	None				
C4a Trustee expenses	If no expenses were paid to any cha (otherwise complete section 4b)	rity trustee during tl	ne period then cross	s this box	х
				Number of trustees	£
C4b Trustee expenses - details	None				
	Nature of relationship	Nature of	transaction	Transaction amount (£)	Balance outstanding at period end (£)
C5 Transactions with trustees and connected	None				
persons					
C6 Other information					

#### Additional analysis (1) Analysis of receipts and payments 1 Donations Expendable Permanent Unrestricted **Total current** Restricted funds endowment endowment Total last period funds period funds funds to nearest £ M McCollum (member) Community work 300 300 Red Nose Day 975 975 Interest 2 Car Raffle 40 40 Donation for use of equipment 100 100 Peggy Mack (member) 30 30 MEB Charitable Trust 1,100 1,100 W Munro (Rehab) 250 250 Estate of Stephen McKee 200 200 Isabel Vincent (member) 4 4 Charities Trust 378 378 Fiona Palmer (member) 110 110 Maureen McCollum (member) 26 26 Dandy's Records Hull - purchase of surplus vinyl 200 200 2,500 2,500 The Endrick Trust Waitrose Newton Mearns 480 480 Angela Campbell (member) 50 50 CAF Voucher from Ernst & Young 500 500 Waitrose Byres Road 280 280 NHS Greater Glasgow - FM Licence repayment 662 662 Broomhill Badminton Club 50 50 Various member donations 355 355 Total 7,575 1,017 8,592 reference reference reference 2 Grants Unrestricted **Total current** Restricted funds Total last period to nearest £ to nearest £ to nearest £ to nearest £ East Dunbartonshire Community Council 2,132 2,132 Total 2,132 2,132 reference 3 Gross receipts from other charitable activities Expendable Permanent Unrestricted **Total current** Restricted funds endowment Total last period endowment period funds funds funds to nearest £ Total 4 Payments relating directly to charitable activities Expendable Permanent Unrestricted **Total current** Restricted funds Total last period endowment endowment funds period funds funds to nearest £ 6,902 6,902 6,902 Electricity 1,461 1,461 1,393 Telephone 1,292 1,292 1,302 Insurance 982 982 1,081 Equipment & Repairs 941 941 410 Stationery & Administration 678 678 1,186 Fundraising costs 57 47 47 Miscellaneous 360 360 240 FM Transmission Licence 662 662 Total 13,325 13,325 12,571

#### Additional analysis (2) 5 Breakdown of unrestricted funds Unrestricted Unrestricted Unrestricted Unrestricted fund 1 - enter fund 2 - enter name of fund fund 3 - enter name of fund fund 4 - enter name of fund below below below Main Fund Total Total unrestricted unrestricted funds funds last period Receipts 7,375 7,375 5,374 Donations Legacies 200 200 Grants Receipts from fundraising activities 8,231 8,231 7,916 Gross trading receipts Income from investments other than land and buildings Rents from land & buildings Gross receipts from other charitable activities 15,806 15,806 13,290 Sub total Receipts from asset & investment sales Proceeds from sale of fixed assets Proceeds from sale of investments Sub total Total receipts 15,806 15,806 13,290 **Payments** Expenses for fundraising activities Gross trading payments Investment management costs Payments relating directly to charitable activities 13,325 13,325 12,193 Grants and donations Governance costs: Audit / independent examination Preparation of annual accounts -Legal costs Sub total 13,325 13,325 12,193 Payments relating to asset and investment movements Purchases of fixed assets Purchase of investments Sub total 13,325 13,325 12,193 Total payments Net receipts / (payments) 2,481 2,481 1,097 Transfers to / (from) funds Surplus / (deficit) for year 2,481 2,481 1,097 Nature and purpose of funds To cover the day to day running expenses of the Service

#### SC009138 Additional analysis (3) 6 Breakdown of restricted funds Restricted fund Restricted fund Restricted fund Restricted fund 1 - enter name of 2 - enter name of 3 - enter name of 4 - enter name of fund below fund below fund below fund below Studio Total restricted Total restricted Development funds funds last Fund period Receipts 1,017 1,017 864 Donations Legacies 2,048 Grants 2,132 2,132 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 3,149 3,149 2,912 Sub total Receipts from asset & investment sales Proceeds from sale of fixed assets Proceeds from sale of investments Sub total 3,149 3,149 2,912 Total receipts **Payments** Expenses for fundraising activities Gross trading payments Investment management costs Payments relating directly to charitable activities 378 Grants and donations Governance costs: Audit / independent examination Preparation of annual accounts Legal costs Sub total 378 Payments relating to asset and investment Purchases of fixed assets 2,503 1,713 1,713 Purchase of investments Sub total 1,713 1.713 2,503 2,881 Total payments 1,713 1,713 Net receipts / (payments) 1,436 1,436 31 Transfers to / (from) funds Surplus / (deficit) for year 1,436 1,436 31 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

V2

### The Hospital Broadcasting Service

Registered charity number On the accounts of the charity for the period

SC009138
Period start date

 Period start date
 Period end date

 Day
 Month
 Year

 01
 01
 2011
 to
 31
 12
 2011

9 to 13

Set out on pages

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 [other than that disclosed on the attached page\*]

- which gives me reasonable cause to believe that in any material respect the requirements:
- 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

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

0.9...

Date:

25<sup>th</sup> March 2012

Name:

David Parsley

Relevant professional qualification(s) or body (if any):

FFA FIAB MCIM

Address:

Trees

Bowden Green

Pangbourne RG8 8JL