

YOUR HOSPITAL RADIO AWARDS NEWS & PHOTOS



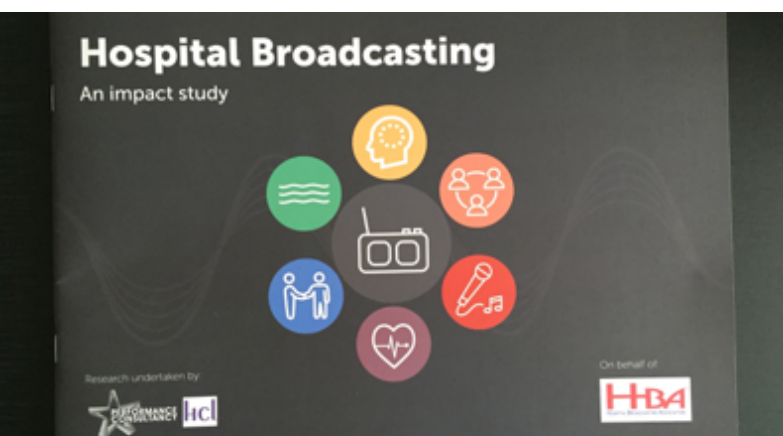
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An Impact Study

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Front cover image:

The stage was set for the Hospital Radio Awards held at the end of March.

#hbauk2016

It's a month after the Conference & Awards weekend, and it's great to see stations having so much press coverage in their local area, not only relating to the awards they may have won, but also relating to the new impact study about the impact hospital radio has on a patient's stay in hospital.

You'll be able to find out more about that in this edition of On Air, plus see a selection of tweets and photos from the #hbauk2016 weekend.

Also news from stations, June's Travels and more in issue 151 of your On Air Magazine.

As always, if you've got a story, email onair@hbauk.com - Please put **On Air Story** in the subject heading.

You can follow the HBA on Twitter and Like us on Facebook, details below.



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For your information

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Chairman's Welcome from Grant McNaughton

Welcome to our post conference and awards edition of On Air. We have, as you would expect, a full edition celebrating the worth and work of hospital broadcasting within the UK.

The Hospital Broadcasting Association has been hard at work delivering our annual conference and national hospital radio awards which took place in Watford in March. It was a delight to see so many stations represented and to meet so many volunteers from across the country. The conference delivered a diverse range of seminars, workshops and presentations and provided an excellent opportunity to engage with fellow volunteers. There's a lot more to read in the following pages.

You may be aware HBA invested heavily in an "Impact Study" on the hospital broadcasting. This independent research was commissioned by the Trustees as collation of statistics, facts and recommendations for hospital broadcasting to use for local and national promotion and to steer us all in the right direction to future proof hospital broadcasting. During conference weekend our researcher, Dr Jenny Thomas, delivered these findings and recommendations for all of us, HBA and its member stations. Now is the time for us all to work to these as a priority. This investment by HBA demonstrates our commitment and focus on representing hospital broadcasting.

Contained within this edition of On Air is a [link to our website](#) where you can view more details and read the full impact study report on hospital broadcasting – it's well worth a read. You can also view a video of our contributors, from across many communities, who provided valued input in to this excellent product.

Our Annual General Meeting was held during our Conference weekend and Nigel Dallard, Iain Lee and I were all elected as Trustees. As you will expect, with our colleagues, we will continue to develop and structure HBA into a more focussed and efficient association, representing our member stations. Since the AGM we have already undertaken Trustee training and are prioritising our future projects as well as continuing the restructure of the association.

So as we head into summer, hospital radio stations across the land launch into a busy fundraising programme, demonstrating the value, patient engagement and professionalism we provide on a daily basis.

Wishing you a dry, warm and sunny summer, fingers crossed.

Grant McNaughton



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0300 121 0500

Winners of Hospital Radio Awards Announced



It was a night full of surprises as members from hospital radio stations across the UK gathered in Watford for the annual National Hospital Radio Awards, which formed part of a wider Conference weekend run by the Hospital Broadcasting Association.

Radio Tyneside were the big winners of the night, winning three golds and two silvers during the ceremony, whilst Radio Brockley won the top prize, being named Gold in the Station Of The Year Category. The station's Keith Reeve also won the prestigious John Whitney Award.

Other winners on the night included Chloe O'Czaja of Watford Hospital Radio who won Fundraiser of the Year for her efforts in arranging fundraising events for the station, including a 60 hour marathon, despite being in intensive care herself just weeks before the event.

The Male Presenter of The Year award went to Dave Warren from Hospital Radio Basingstoke, whilst Peggy Mack from the Hospital Broadcasting Service was named as Female Presenter Of The Year. 'Friendly, Warm and relevant' were just some of the words used to describe Dave's entry, whilst Peggy had a calm and reassuring style and cheeky humour and sharp wit which the judges thought made her a worthy winner.

Radio Brockley came away with the Station of The Year Award, with one judge saying there was more voice in the entry than others they had heard, which was lovely, with Emily and her brain tumour story bringing a tear to the judges eye.

The night also included good luck video messages from celebrities including Fleur East, Rick Astley and Ken Bruce, but by far the biggest applause of the night went to Sweep, of Sooty and Sweep fame. The videos are available to view in full via the Hospital Broadcasting Association Website.

Alan Dedicoat, otherwise known as 'The voice of the Balls,' made an appearance at the end of the night to announce the winner of Station Of The Year, having made the dash from Pinewood Studios after announcing the nations winning lottery numbers.

The awards formed part of a wider conference weekend, which saw a series of workshops on editing and fundraising to insightful talks from Trevor Dann, Bob Shennan, Jo Russell, Paul Sylvester & Alan Dedicoat.

Search #hbauk2016 on Twitter to find tweets from the event, or [click here for more](#).

#hbauk2016 - In Pictures

↻ You Retweeted



Tim Peake @astro_timpeake

9m

Well done to all the nominees in tonight's National Hospital Radio Awards in the UK. Thank you for all you do, entertaining patients



Home



Notifications



Moments



Messages



Me

Tim Peake tweets from space, thanking Hospital Radio Volunteers for all they do. A tweet that was seen by his followers right around the world.



A selection of photographs from the Awards Ceremony.
Have you found your photo? [Click here to view & download](#)

#hbauk2016 - In Pictures



For more photographs from
the Conference & Awards
Weekend, [Click here.](#)

Latest From Vortex

Access Update 4.0

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Update Yet

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Redundant Transmission



The industry-standard Access IP audio codec gets better and better.

Access has always been moving forward, this is evident due to the fact it has been the industry standard in the broadcast industry for years. It is common knowledge that the progressive updates have been rolling out on a consistent basis.

With v4.0, Access is taking it another step further and blowing IP connectivity out of the water. No need for dedicated hardware for bonding network connections or to monitor connectivity at the lowest level using state of the art solutions. All of this is now achievable from a single Access unit thanks to v4.0 and the introduction of Crosslock VPN.

Any number of network connections can be used on the Access, real time monitoring and configuration allows no interruption of your broadcast while keeping bandwidth and redundancy in check. All of this is handled by Crosslock VPN and brings increased stability, reliability and redundancy.

There is plenty more that the update brings, the Switchboard traversal server has also had some tweaks and that includes the ability to place your individual codecs into groups for ease of use. Network locations assigned to your network connections are now stored and configurable at any time for quick connections when at different locations. No more need to set up your WiFi credentials every time you connect and no need to stop a transmission when one of your 4G modems loses signal.

Access 4.0 and Crosslock do all the work so you don't have to.

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Hospital Radio is a Friend at The Bedside.



The true impact of Hospital Radio was unveiled at this years conference weekend in Watford, as the Hospital Broadcasting Association showcased the independent research study by Dr Jenny Thomas and Steve Coles on behalf of the organisation.

The impact study, which is available to download and view via the HBA website reveals that stations not only offer a unique service, but they also give patients a sense of belonging, help their psychosocial health, relieve the boredom.

NHS staff told researchers involved in the study that hospital radio helps ease anxiety during their treatment and even helps patients keep their mind focused on other things other than the treatment they are receiving.

It's not only the patients that benefit from hospital radio. Those that volunteer for stations have also seen a positive impact personally, as they feel they are doing something worthwhile, and by creating a sense of community and belonging amongst radio station volunteers.

Those who attended the Conference weekend were first to find out the results of the survey, in a presentation made by Dr Jenny Thomas shortly after the organisations AGM.

The report can be read, and downloaded, in full by [clicking this link.](#)



Above: Dr Jenny Thomas runs through the findings of the Impact Study at a special presentation as part of the Conference & Awards Weekend in Watford.

Bay Trust Radio Receives Biggest Donation in Stations History

The hospital radio service for Morecambe Bay Hospitals has announced that they have received the biggest donation in the history of the station.

After negotiations with Mitsubishi Electric Europe, including sponsorship of Bay Trust Radio's Sport, the company donated a stunning £2000 to the hospital radio station, which is based in the Westmorland General Hospital in Kendal, whilst also broadcasting to patients, staff and visitors of the Royal Lancaster Infirmary and online for those recovering at home.

The deal means that Bay Trust Radio have been able to buy a brand new jingle package for use on air from Ignite Jingles, based in Manchester.

Another purchase from the donation is a state of the art portable satellite broadband system from Europsat, which will enable volunteers across the station to broadcast from anywhere in the country, without the need for phone signal or any phone or broadband connection.

John Williamson, Station President, said: "We're pleased to announce the news and we thank Mitsubishi for their kind donation to the station. This has made a huge difference to everyone here at the station and means we will be able to provide an even better service for our listeners than ever before."

"The satellite broadband system will mean we are able to broadcast from even more events, in particular the ones that are held in rural areas that have proved difficult in the past due to the lack of 4G or even 3G signal. Bay Trust Radio has the most advanced outside broadcast equipment that many other stations would love to have. We plan to make the most of this and bring as many events as we can back to patients, staff and visitors of our hospitals who otherwise would miss out."

Bay Trust Radio, which is run entirely by volunteers, want to hear from people planning an event in 2016 and are interested in booking them to broadcast live from it. We don't charge for attendance, but simply ask we can have our collection buckets around to raise some money for the charity.



Station Information

Charity Number:

506296

Hospital's Served:

Royal Lancaster Infirmary
Westmorland General Hospital

Email:

info@baytrustradio.org.uk

Website:

www.baytrustradio.co.uk

More Info:

[Click Here](#)

The Pulse Hospital Radio Launches



On Sunday 20th March members of Watford Hospitals Broadcasting Service were joined by special guests including Mayor Dorothy Thornhill, June Snowden – the president of the HBA, the legendary Richard Smith from the A-Z of pop and Linda from The Kitchen in Croxley to re-launch the station under a new identity.

Watford Hospital Radio and Hemel Hospital Radio have now been brought together under the new identity 'The Pulse Hospital Radio' which supports the whole of West Hertfordshire. The ribbon was cut and the new name declared official by Mayor Dorothy Thornhill and June Snowden.

The new name was suggested by a member of the station, Mark Nicholas, and after a lot of deliberating and discussions the name was voted for and accepted by the members of the station. Since the decision was made a lot of work has gone into rebranding the station which included a brand new logo.

Once the logo was decided on Head of Events, Fundraising and Publicity – Chloe O'Czaja set to work on securing funds to help towards the rebrand which including new banners, leaflets, stickers, collection cans etc. However the re-brand didn't stop there as Chloe, Adrian (former chairman) and Martin (Station Manager) had come up with the idea of having patient goody bags to deliver when collecting song requests on the wards. Enough funding was secured to cover the whole of the project and so the patient goody bags were launched during a big request show on Sunday evening. As part of the relaunch the team also delivered cupcakes to the staff working on the wards, courtesy of Linda and the team from The Kitchen.

Newly elected Chairman Justin Beattie was the last presenter to talk on behalf of Watford Hospital Radio and the first to talk on The Pulse Hospital Radio.

The relaunch was brought to a close by the absolute legend Richard Smith who broadcasted a show live from our studios, alongside 2 presenters from another hospital radio station. It was a true highlight!

Station Information

Charity Number:
258851/1165719

Hospital's Served:
Watford General Hospital
Hemel Hempstead Hospital

Email:
info@thepulsehr.com

Website:
www.thepulsehr.com

More Info:
[Click Here](#)



Above: The Pulse Hospital Radio ribbon being cut



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Bedrock to Broadcast to Goodmayes



Bedrock, the health & hospital radio service is to take over broadcasting from The Jumbo Sound (Goodmayes Hospital Radio Association (GHR))

The Jumbo Sound had recently celebrated its 40th anniversary in 2015 and soon after suffered major equipment damage, caused by a burst radiator flooding their studio forcing the station off-air. For several years volunteer numbers dropped as did income. As insurers evaluated the cost of damage, The Jumbo Sound (GHR) voted to merge into neighbouring station Bedrock, Queen's Hospital, Romford.

The merger will see Bedrock Radio provide programmes to the Goodmayes area in April 2016.

Mathew Watson, Chairman, Bedrock commented: "I appreciate the team at GHR/The Jumbo Sound made a very difficult decision to merge. We welcome their volunteers to Bedrock and look forward to sharing ideas, meanwhile we are working tirelessly to repair the studios to reintroduce live & local programmes to Goodmayes Hospital & its health community"

Goodmayes Hospital Radio Association was founded in 1977, in 2006 the station adopted 'The Jumbo Sound' as its on-air name to modernise the station and attract new volunteers. The studios are still located in the old Goodmayes hospital building, but provide a full broadcasting service to patients receiving treatment under North East London Foundation Trust (NELFT).

Marj Young, Chair of Jumbo Sound: "Our studio equipment was becoming unreliable, and our membership numbers dwindled making it difficult to fill our programme schedule and raise funds. I would personally like to thank everyone involved with Goodmayes Hospital Radio / The Jumbo Sound from the 70s through to the remaining members who have struggled to keep the station running, we have every confidence that Bedrock can take the station forward successfully."

Lee Howe, Engineer for Both Bedrock & Jumbo Sound said, "There is a lot of work ahead to re-build a studio at Goodmayes, but the merge with Bedrock will see an increase in programmes. Utilising the latest technologies available, we will be able to provide shows that are either presented specifically to each hospital, or shared between both"

Bedrock formed in 2002 as a merge between Oldchurch & Harold Wood Hospital Radio's in preparation for the opening of Queen's Hospital (2006), Bedrock is built upon a 52 year heritage from its founding stations. The station calls itself a 'health and hospital' station focusing on both in-patient entertainment while keeping outpatients, staff & local community informed of health related matters.

Station Information

Charity Number:
1094330

Hospitals Served:
Queen's Hospital, Romford
Goodmayes Hospital, Ilford
King George Hospital, Ilford

Website & Email:
www.bedrockradio.org.uk
studio@bedrockradio.org.uk



June's Travels

HBA President, June Snowden, documents her station visits for OnAir.

It is always wonderful to have the opportunity to visit stations and spend time at the station, learning more about how you are serving your community and making presentations of much deserved Long Service Certificates. Thank you also to so many of you who completed the questionnaire for the study which HBA commissioned, the report is now out and you should have received a copy.

I hope you are finding it helpful and easy to order your certificates via the HBA web site and this year is not exception as you are all keeping me very busy in producing the certificates. So far 18 stations have applied for 84 certificates and the years' service they represent of volunteering in hospital radio amounts to 1960. Do continue to request certificates and I will respond as quickly as I can, and look forward to meeting many of you when I attend stations to make the presentations.

I went to Cornwall in early March with the plan to visit Truro and Plymouth. I was very grateful to the members of Truro – particularly Mark and Geoff who rescued me when my car broke down – so much appreciated.

On the studio wall I saw a rather lovely statement which I have included – it speaks for itself and how true it is.

In the case of Plymouth I attended their AGM and presented Long Service Certificates and various station originated annual awards. I did not see the studio from inside and the state it is in following the tragic accident almost a year ago, only the external parts and the negotiating with the hospital trust continues. The room was full of members for the AGM which is a testament to how they have continued to function to the best of their ability despite the difficulties and I wish them well in reaching a successful conclusion in getting a replacement studio.

**VOLUNTEERS ARE
'UNPAID'
NOT BECAUSE THEY ARE
'WORTHLESS'
BUT
BECAUSE THEY ARE
'PRICELESS'**



Above: June in the studio at CHBN Hospital Radio & June presenting certificates to members of Hospital Radio Plymouth.

June's Travels continue on the next page >>

June's Travels

HBA President, June Snowden documents her station visits for OnAir.

I made my regular visit to Radio Addenbrookes members meeting, it is always good to see them and how they are getting on and be able to update them.

Conference went very smoothly and it was good to see so many in attendance. Thank you so much to all the conference team for their excellent hard work. I must say a particular thanks to our supporters and sponsors as well as our Patron, Alan Dedicoat. Alan arrived at the awards in time to present the Station of the Year awards and also spent Sunday morning talking to many members – we really do appreciate you so generously giving your time to hospital radio.

I attended Watford Hospital Radio's re-launch of their new identity combining their service with Hemel Hempstead on Sunday of conference which went well. A really good idea came from the ward visitors as I was taking part in the programme on air, members were tweeting back to studio the patient's request rather than waiting to bring the requests back, which was also helpful if they did not have a particular piece of music requested.

I also attended the AGM for Kings Lynn recently – it was good to see what progress they are making.

I was due to attend Portsmouth last weekend but due to technical difficulties where work is going on near the studio it was decided to cancel the visit, sadly, but hopefully it will be possible to rearrange a visit in the future.

I have visits in the diary so far for Mount Vernon, will be attending my own station's AGM in May, and am looking forward to visiting Nottingham, Radio Brockley, Bedside, Bournemouth. I am looking forward to seeing everyone.

Do not forget that the HBA considers Grants for your projects – do visit the website and download the application form

Thank you all for your wonderful hospitality.

June

June Snowden, President, HBA



Above: June presenting certificates and meeting members of Hospital Radio Plymouth.



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HBA Grant Helps Milton Keynes Hospital Radio Build Second Studio



A grant from the HBA allowed Milton Keynes Hospital Radio to start its project to build a second broadcast studio. Project Manager Martin Thorpe gives a brief outline of the project and progress so far.

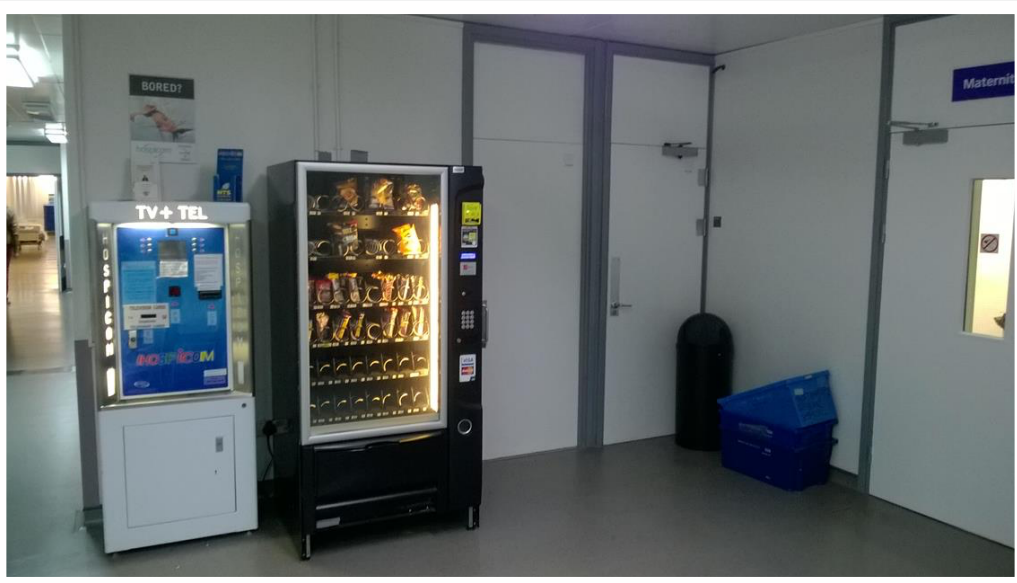
Milton Keynes Hospital Radio has occupied the same, small, studio space for nearly all of its 30 year life. The area was last refurbished almost 15 years ago and was starting to show its age. Having only one studio was also causing problems with retaining new members as we couldn't use it for training when we were on air. Also, maintenance sessions by our Engineers required us to go off air. Conclusion - we needed a second studio.

But how could we fit in a second studio? After a look at some alternative spaces and a lot of 'brain-storming', the only practical solution was to extend our area, and the only way to do this was to take over some of the space on the open landing outside our door. A design was produced which would allow us to develop the area whilst staying on air at all times throughout the work. Happy with the plans, we then began a dialogue with the NHS Trust to convince them to let us build the extension.

After a lot of discussion, the NHS Trust got one of its contractors to give us a quote for the initial stage, to build the new walls and doors, which came back at nearly £3000. At this point, the realisation hit that this project was going to cost big money. So we produced a formal Project Plan, and a breakdown of costs for the whole project, which are now estimated to be somewhere around £35,000. Our station generally raises around £4000 per year, which covers our running expenses with a small surplus. Clearly, for this project, we were going to need a lot of additional support, so we started to look at grants that could be available to us from various bodies.

[This story continues on the next page > >](#)

HBA Grant Helps Milton Keynes Hospital Radio



We made an application for an HBA Grant, looking for a contribution towards the first stage to build the new walls and doors. To our surprise and delight, the HBA Grants Committee made an award which covered all the work to be undertaken by the Hospitals contractor. Finally, we could get this project underway.

Progress has been fairly swift up to now. The new walls and doors went up with little fuss – it doesn't look much from the outside, but inside it has had the Tardis effect!! We have begun the task of demolishing the old walls to open up the area into the extension. Several of our team have found a strange pleasure in attacking plasterboard with a big hammer, and by now, I am sure that the various contractors working around the Hospital are scratching their heads wondering how their skips fill themselves up at weekends!!

The next stage will see the new walls and doors to form studio 2 built, including bringing the services up to scratch (electrics, smoke heads, air-con etc.). Then we can do the exciting bits, as we fit the new desk and broadcast equipment to get Studio 2 on-air. Finally, we plan to strip out, refurbish and re-fit our existing studio, so that we end up with two modern studios from which we will be able to provide a better service to our listeners. We will give you a further update on our progress in a later issue of 'On Air'.

Finally, we have to say a very big Thank You to the Grants Committee of the HBA for their award, which kick-started the project. HBA Grants are a superb facility for Member stations to be able to obtain funding for special purchases or projects, and without this help, our Studio 2 project would not yet be happening.

Station Information

Charity Number:
289361

Hospitals Served:
Milton Keynes General
Hospital

Website & Email:
www.mkhrs.org.uk
chairman@mkhrs.orh.uk

1000th Show for The Sound of Sunday

Presenter Neil Ogden, writes for *On Air*



Sunday 6 March 2016, 3pm and it was all over. A project that had taken 4 months of planning and effort, to celebrate the 1000th edition of my Sunday afternoon show *The Sound of Sunday*.

25 years ago when programme number 1 was broadcast, the place where I was standing had been waste ground in East London. Four years ago it had been transformed into the setting for the biggest sporting event on the planet and the most successful Olympic and Paralympic games ever. Now, it's a thriving and popular park as well as being a place to work and live. Yes, we had just done a 2-hour live show from Queen Elizabeth Olympic Park.

The aim of the show was to demonstrate that the park is very much alive and well, and a place where anyone can go and use in many different ways.

I have been part of the park as a volunteer since July 2013. The Park Champions welcome visitors to the park, mostly for the big events, but they are there at the Information Point every single day. Every year, we have an end of season celebration and it was at last year's that I first had the idea for the programme. It seemed like a mad idea at the time, but with the help of the press office at Queen Elizabeth Olympic Park as well as the individual venue managers, it gradually came together. On a windy day in February, I went around the venues and tested the technology. I was also taken on a guided tour of the Velodrome by my Park Champion friend Sonny Chan. On the day of the live show it would be the World Track Cycling Championships, so we wouldn't be able to get anywhere near that particular venue! We went to the centre of the track and then out to the road circuit and the mountain bike circuit at the back of the building.

For the live show, we started off at the Copper Box Arena. Then, whilst what was recorded at the Velodrome was playing out, it was into the north part of the park. We did some live inserts along the way, playing requests that had been collected earlier. The stadium was still being reconfigured so we couldn't go inside, but instead played out my interview with Geoff Wightman, the Head of Road Running at British Athletics, that was recorded on the evening of the last event to be held on the London 2012 running track at which I was a volunteer in July 2015.

Below: Photos provided by Neil Ogden for *On Air*.

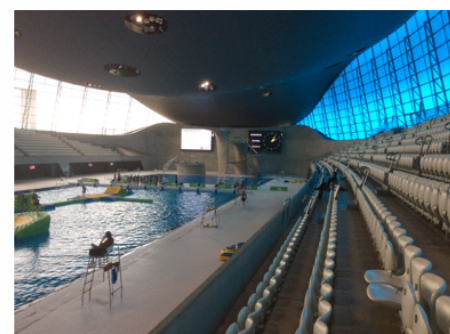


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1000th Show for The Sound of Sunday

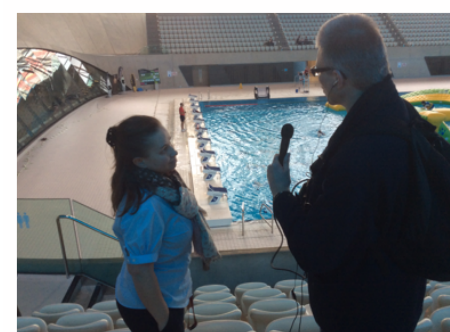
By Neil Ogden - Presenter, The Sound of Sunday

At the spectator entrance to the Aquatics Centre I met with Park Champion Kathleen McEnteggart, who talked on air about the role of the volunteers at the park, then it was into the warmth of the Aquadrome itself where we met Elaine Anderson, one of the managers of the venue, who talked to us about what goes on at the centre and what events take place there. The Aquatics Centre was the place I first visited at the park in March 2012 when I was a spectator at the British Swimming Championships. Since then the “wings” with the thousands of temporary seats have been removed and replaced with a large window either side.



It was then back out into the cold and a walk back towards the stadium to the fountains, an area very popular during the summer where fountains of water pop up from the ground.

We also spoke to Peter Tudor, Director of Visitor Services at the London Legacy Development Corporation who explained more about what is happening now and in the future at the park.



Finally to our last location, where we met Andy, the Manager of the Orbit, the large bright red sculpture that looks over the park. We started off at the bottom under the canopy and then attempted to broadcast from inside the lift that takes 34 seconds to go from the bottom to the top. Unfortunately, this was pushing the technology a bit too far, but Andy enthusiastically explained what was visible both from the small window that is in the lift and from the viewing platform at the top. It really is a great view of both the park and of London.

He also talked about the newest attraction at the Orbit – a slide that gives visitors a 4th alternative way to get down from the top (stairs, lift and abseil being the others).

Andy chose our Sainsbury's prize draw winner for that weekend and then it was all over.



We had a few technical problems along the way, but on the whole it was a very successful afternoon and a great way to mark 1000 shows.

Neil Ogden
Hospital Radio Basingstoke

The Sound of Sunday is broadcast on Hospital Radio Basingstoke every Sunday afternoon. For more information, visit www.hrbasingstoke.org.uk

Health Today Radio

Health Today Radio is a '55 minute long speech based radio programme all about health. It is produced by The Sound Doctor for NHS England and is available for all hospital radio outlets to use at no cost.

There are 26 episodes in the library. They are all '55 long and contain music and interviews. The aim of the programme is to help people engage with their health better. There are celebrity interviews, thank you slots, a 'What I do in the NHS' slot and many case studies about how people have coped with particular conditions. All the material is clinically reviewed.

The creators of the programme are Dominic Arkwright and Rosie Runciman. Dominic was a Today Programme reporter on Radio 4 for almost 20 years. He also worked as a reporter on Newsnight and presented two of his own discussion programmes on Radio 4. I was a producer on Today and Newsnight, Assistant Editor at Radio Five Live and Editor of Newshour at the World Service amongst other roles.

If you would like to have a listen please go to www.nhs.uk/healthtodayradio which sits on NHS Choices.

The programmes are all available to download from the HBA website. They are on the list of shared programmes available to HBA Members. The downloadable programmes on the NHS Choices site don't have music and are variable lengths so the ones on your own site as the best ones to use.

Please contact rosie@thesounddoctor.org if you need more details.

We hope you will find it a really useful addition to your Hospital Radio programming.

New Telephone Number for the HBA

There is now a new central telephone number for the Hospital Broadcasting Association.

0300 121 0500 is the new main telephone number for the organisation. When called, you will be given a variety of options to help you be put through to the right person within the organisation.

Please remember though, everyone involved within the Hospital Broadcasting Association is a volunteer, so please do leave a message and the member or team you've contacted via the number will call you back as soon as they can.

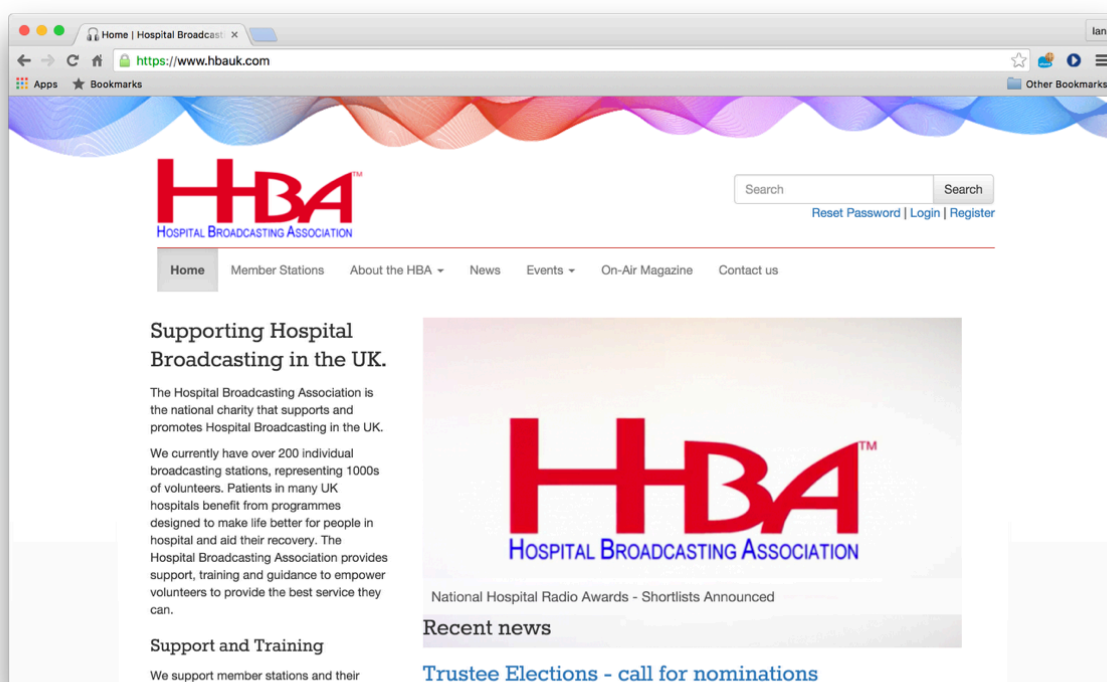
You can also find out how to contact the HBA for grants, memberships and long service certificates on the website by clicking [here, www.hbauk.com](http://www.hbauk.com)





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