



The BBC's year 2001/2002
We report to you

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My name is Gavyn Davies. I am the new Chairman of the BBC.

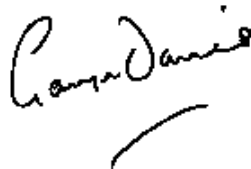
I work with people called the BBC Governors. You can see us in this picture. We make sure the BBC does a good job. Every year we ask the BBC to do important things to give you better programmes and services.



At the end of the year we report on how the BBC has done.



This booklet is our report to you. It tells you how the BBC did last year. It tells you how we spent our money. It also tells you about our plans, and how to contact the BBC with your questions and comments.



Gavyn Davies *Chairman of the BBC*

The BBC last year

The Governors asked the BBC to do some important things.



We think the BBC did well.



The BBC started 3 new TV services and 2 new radio services. A 'service' is the name for a TV channel like BBC One or a radio station like BBC Radio 1. All the new services were digital services.



The BBC worked hard

The BBC worked hard to have a better choice of programmes on BBC TV and radio.



BBC One did very well.



The BBC spent more money on programmes than ever before.



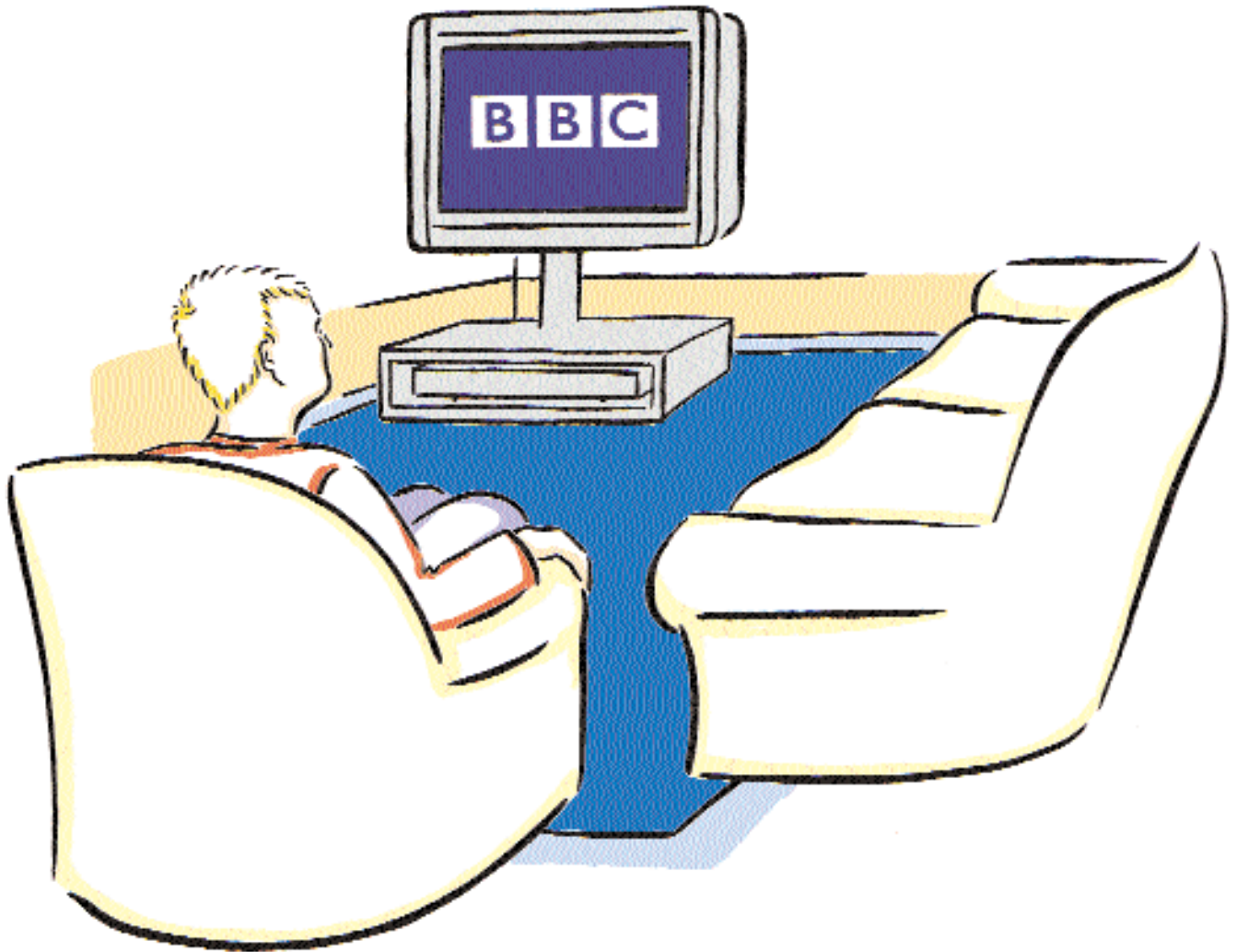
The BBC did more to tell you about its plans.



But we think the BBC needs to do more.



For example, we want more programmes that are popular with young people. And we want more programmes that are popular with black and Asian people. We think the BBC should do more to be popular with everyone.



BBC TV last year



BBC TV did well last year.



BBC TV made wonderful programmes like *The Blue Planet*.



BBC TV won lots of prizes.

We had new ideas



BBC TV tried out new ideas and new programmes. Often this worked well. Sometimes it did not work so well.



BBC TV also needs to make sure it is popular with everyone. BBC TV was not so popular with young people or black people.

BBC TV last year



Here is more information about BBC TV last year.



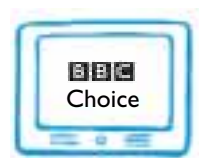
BBC One was the BBC's most popular TV channel.



The number of people watching BBC One went down a bit in the year. Even so, more people watched BBC One than ITV for the first time ever.



BBC Two showed programmes that are a bit different. It had programmes for people with special interests and hobbies. More and more people watched BBC Two.



BBC Choice was fun and entertaining. It is a digital channel.



BBC Four was new this year. Its programmes made you think. It showed people talking about different ideas. And it had plays and films from around the world. It is a digital channel.



CBeebies was new this year. It had programmes for children who are less than 6 years old. It had storytelling and programmes about how to make things. It is a digital channel.



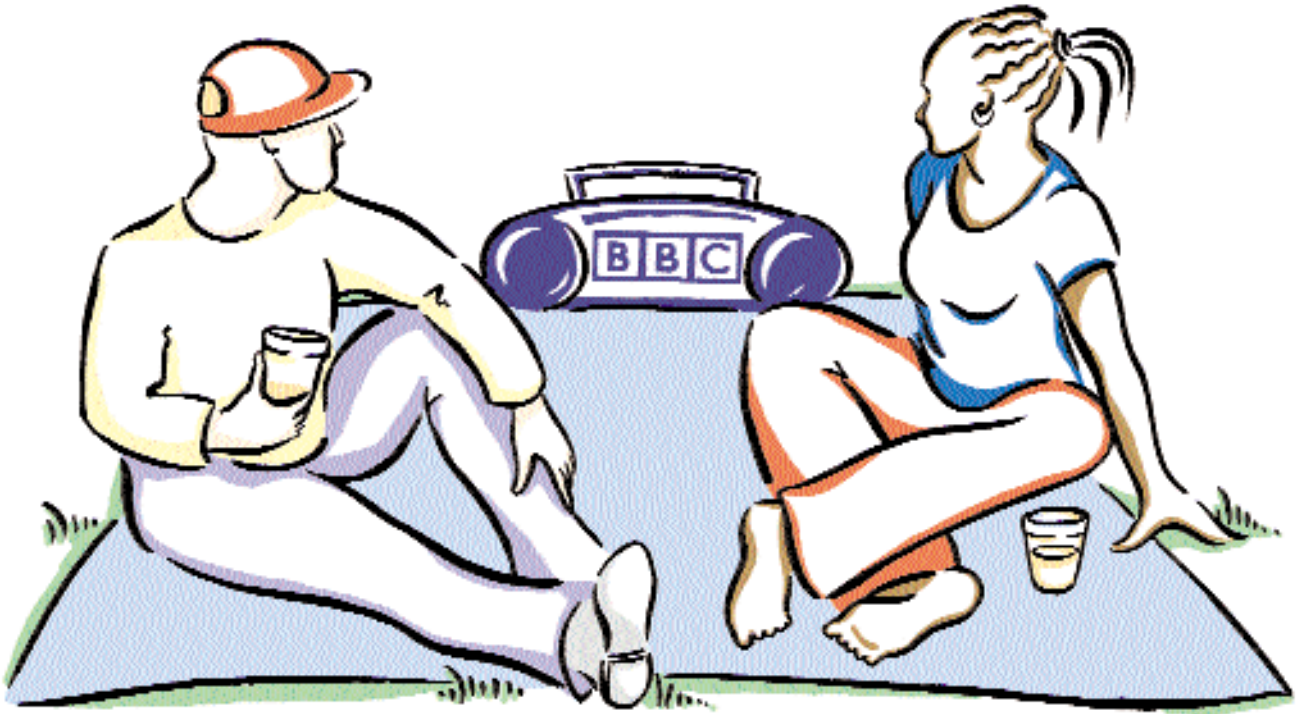
CBBC was new this year. It had programmes for older children. It showed TV plays, news and fun programmes. It helped children to learn new things. It is a digital channel.



BBC News 24 had news all day and every day. It is a digital channel.



BBC Parliament told you about politics. It is a digital channel.



BBC Radio last year

Where to listen on your radio

Radio 2
88-91

Radio 3
90-93

Radio 4
92-95

Radio 1
97-99

693
Radio Five Live
909

FM radio

MW

BBC Radio last year



Here is some information about BBC Radio last year.



BBC Radio 1 played new pop music. More 15 to 24 year olds listened to Radio 1 last year.



BBC Radio 2 played all sorts of music like pop and jazz. Radio 2 was very popular. Lots more people listened to Radio 2 last year.



BBC Radio 3 played mainly classical music and music from other countries.



BBC Radio 4 was mostly talk radio. It had news and radio plays, funny programmes and information. Lots more people listened to Radio 4 last year.



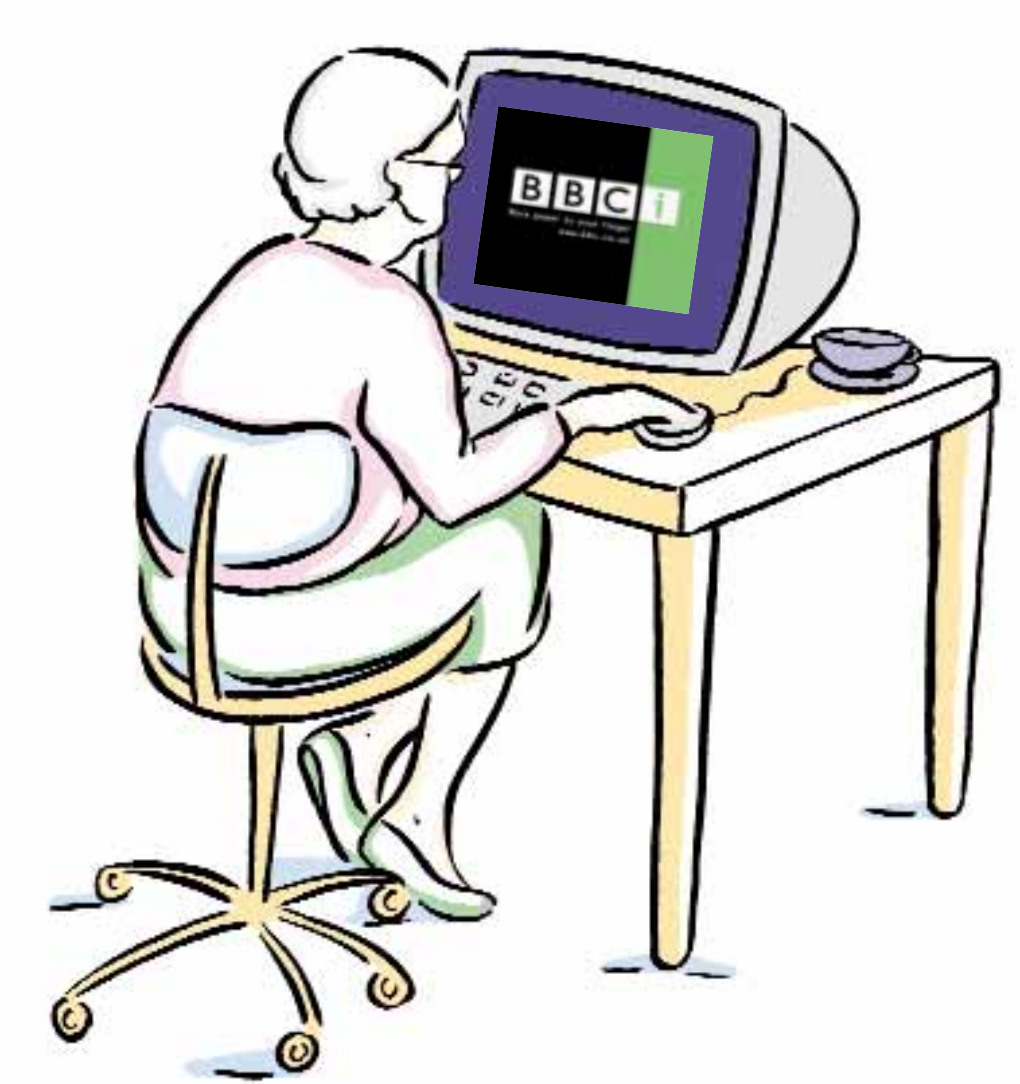
BBC Radio Five Live had live sports and news all day every day. Lots more people listened to Radio Five Live last year.

And the BBC started two new digital radio stations:



BBC Five Live Sports Extra had lots more sport.

6 Music had popular music from 1970 onwards.



BBCi last year



The BBC on the internet is called BBCi. You can find it at www.bbc.co.uk.

BBCi had lots of pages



BBCi had lots and lots of pages.



BBCi had lots of pages for people around the country. And it had lots of pages for people who are interested in different things. The BBC worked hard to make those pages really good.

It's easy to use



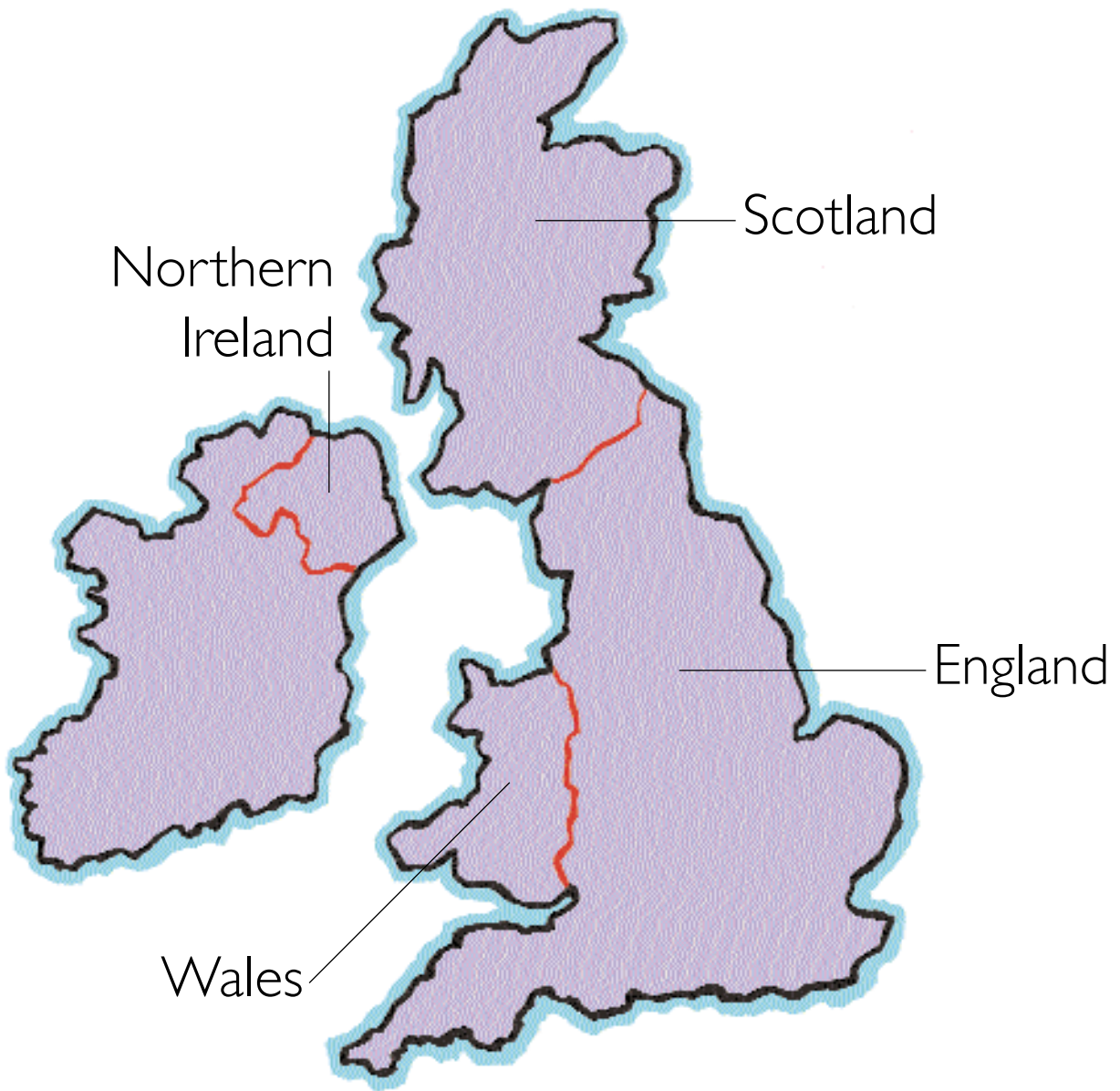
Last year we changed BBCi. Now it is easier to use.



BBCi won 9 prizes last year.



And people used BBCi while they were watching TV. For example, they could choose different pictures when they were watching sport. This was popular with lots of people.



The BBC around the UK



There are BBC TV and radio services for each area of the country.

Scotland _____
Northern Ireland _____
Wales _____



There are BBC services for Scotland, Wales and Northern Ireland.

England _____



In England there are BBC local television stations. There are also lots of BBC local radio stations.



These TV and radio services make programmes especially for your area.



Last year we spent more money on them. We were able to show more plays, news and fun programmes.

How the BBC spent its money last year

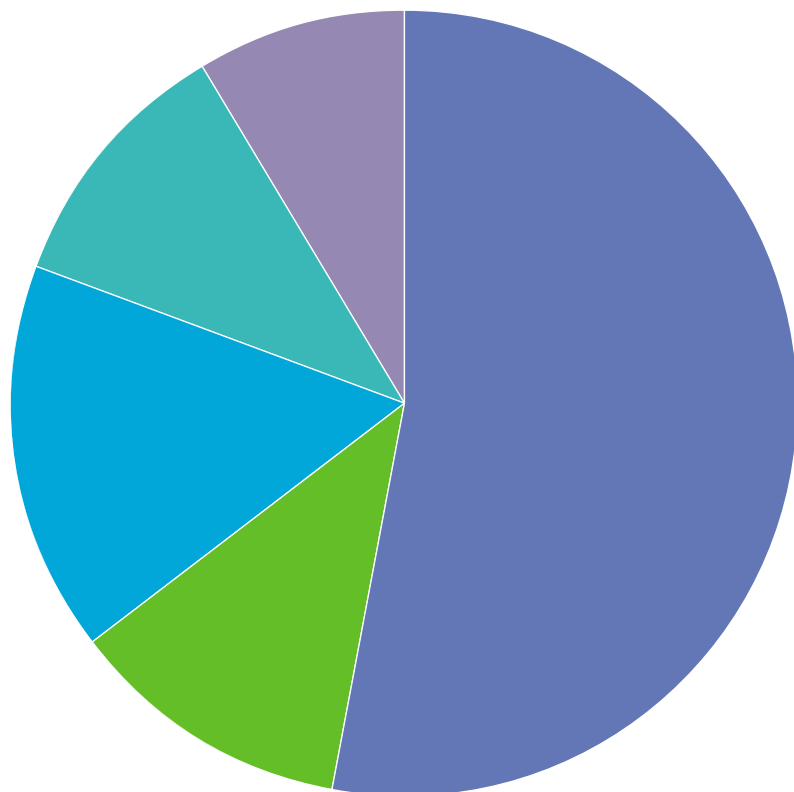


Everyone who owns a TV needs to pay a TV licence fee. This money goes to the BBC. So it is important that you know how that money was spent.

The BBC got more than £2.5 billion from TV licences last year.

This is how the money was spent:

- TV
£1,372 million
- Radio
£302 million
- The BBC around the UK
£416 million
- Digital services
£278 million
- Other
£223 million



Total
£2,591 million



And the BBC made sure you got good value for your money.

Please pay your TV licence



We worked hard to make sure that everyone paid the licence fee.

We worked hard to make sure none of your money was wasted.



We worked hard to make lots of money from our programmes. For example we sold videos of BBC programmes.

Our plans for this year



My name is Greg Dyke. I am the Director-General of the BBC. It is my job to run the BBC.

We did well last year. This year we will work hard to make BBC programmes even better.



The BBC will make lots of different programmes. We want everyone to enjoy our programmes.



We will have more programmes talking about things like music, art and plays.



We will make different programmes to help you learn about what's happening in this country and around the world.



We will make sure our digital TV and radio services are popular with everyone.



We will make programmes that are more popular with young people. And we will make programmes that are more popular with black and Asian people.



We will spend even more money on programmes.



The BBC will work hard to tell you about what it is doing, so you can trust the BBC.

A handwritten signature in black ink, which appears to read 'Greg Dyke'.

Greg Dyke *Director-General of the BBC*

How to contact us

If you have a question or comment about the BBC, you can call BBC Information any time:



08700 100 222

Textphone 08700 100 212

Sometimes we record or listen to calls. We do this to help train our staff.



BBC Information

PO Box 1922

Glasgow G2 3WT



Or see:

www.bbc.co.uk/info

Here are some questions we are often asked



How do I get a better picture on my television – or better sound on my radio?

Contact BBC Reception Advice:



Telephone 08700 100 123

Textphone 08700 100 212

Sometimes we record or listen to calls. We do this to help train our staff.



BBC Reception Advice

BBC Television Centre

London W12 7RJ



How can I get information about the BBC's digital services?



08700 100 789

Sometimes we record or listen to calls. We do this to help train our staff.



Or see:

www.bbc.co.uk/digital



How can I try to get my comments about the BBC heard on television?

You need to contact *Points of View*:



020 8811 1050



**Points of View
BBC Television
London W12 7SB**

Or e-mail **pov@bbc.co.uk**

Or see **www.bbc.co.uk/pov**



How can I try to get my comments about the BBC heard on radio?

You need to contact *Feedback* on Radio 4:



08700 100 400 (Radio 4 Audience Lines)

Sometimes we record or listen to calls. We do this to help train our staff.



**Feedback
PO Box 2100
London W1A 1QT**

Or e-mail **feedback@bbc.co.uk**



How can I make a serious complaint?

If you have a very serious complaint about the BBC you can write to the BBC Programme Complaints Unit:



**Head of Programme Complaints
Programme Complaints Unit
BBC Broadcasting House
London W1A 1AA**



Or you can write to:

**Broadcasting Standards Commission
Complaints Department
7 The Sanctuary
London SW1P 3JS**



How do I get tickets for BBC shows?

Some BBC shows have an audience. All the tickets are free. If you would like to go to a show, you can contact BBC Audience Services:



**Telephone 020 8576 1227
Textphone 020 8225 8090**



**BBC Audience Services
PO Box 3000
BBC Television Centre
London W12 7RJ**



Or e-mail tv.ticket.unit@bbc.co.uk
Or visit the Audience Services website:
www.bbc.co.uk/tickets



Can I put my name forward to take part in BBC programmes?

The BBC has a list of people who are happy to take part in programmes. It is called the Diversity Database. It helps the BBC find new faces and voices for programmes. The BBC especially wants to hear from:

- disabled people
- people from ethnic backgrounds
- older people.

If you would like to be on the list, contact the Diversity Database Project:



020 8576 4807



**Diversity Database Project Administrator
Room 7021
BBC Television Centre
London W12 7RJ**

Or e-mail diversity.database@bbc.co.uk



How can I buy BBC books and videos?

BBC Worldwide sells things like videos, books and toys for some BBC programmes:



0870 600 7080

Sometimes we record or listen to calls. We do this to help train our staff.



**BBC Worldwide Products and Sales
PO Box 326
Sittingbourne
Kent
ME9 8FA**



How do I find out about work experience in the BBC?

You can get information from:



020 8225 9883 (recorded information only)



Work Experience
PO Box 27118
London W12 8ZL



Or see **www.bbc.co.uk/workexperience**
Or e-mail **work.experience@bbc.co.uk**



How do I find out about jobs in the BBC?

You will need to look on the internet on BBCi:



www.bbc.co.uk/jobs
Or e-mail **recruitment@bbc.co.uk**



0870 333 1330

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Who can I talk to about my television licence?

You should contact TV Licensing general enquiries:



08705 763 763

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Published by the
British Broadcasting Corporation
Broadcasting House
London W1A 1AA
Website: www.bbc.co.uk
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