

# Other programming commitments

Beyond the individual service statements, the BBC must also deliver further significant commitments against specific channels, as well as across the range of its services. These commitments, measured on a calendar year basis, have been agreed by the Board of Governors and where necessary, with Ofcom, the external regulator, and are primarily measured in terms of minimum quotas for specific genres and types and levels of originated programmes. Ofcom will judge the BBC's compliance and report its findings.

## News and current affairs programmes

It is for the BBC Board of Governors to determine a number of public service requirements for news and current affairs programmes, after consulting Ofcom.

For the calendar year 2005, the BBC's commitments are:

- to maintain the current broad pattern of news programmes throughout the day on BBC One, which translates as a minimum of 1,380 hours of network programming, of which at least 275 hours are in peak time
- in current affairs, BBC One and BBC Two combined will deliver a quota of 365 hours of network programming (including at least 105 hours in peak time)

These levels are based on actual output hours in 2002.

Peak time for BBC One and BBC Two is 6pm to 10.30pm.

## Original productions

The BBC is also expected to comply with quotas agreed with Ofcom for the time allocated to the transmission of original productions on each of its television broadcast channels.

These requirements are set out opposite, and are based on either existing quotas set by the Secretary of State in approving digital services, or 2002 actual performance.

Original productions include all BBC commissioned programming, including originations and all repeats of programming first shown on any BBC public service channel (in line with the Secretary of State's condition for CBeebies). However, for BBC Three and BBC Four they exclude repeats of programming first shown on another BBC public service channel (in line with the Secretary of State's condition for BBC Three and BBC Four). BBC News 24 simulcasts overnight on BBC One are not counted for these purposes.

Peak time for BBC Three and BBC Four is 7pm to 12midnight.

## Minimum originations

The BBC commits to provide at least:

BBC One	70% (and 90% in peak)
BBC Two	70% (and 80% in peak)
BBC Three	80% (and 70% in peak)
BBC Four	approximately 70% (and 50% in peak)
The CBBC Channel	70%
CBeebies	approximately 80%
BBC News 24	90%
BBC Parliament	90%

## Regional programming

It is for the BBC Board of Governors to determine a number of requirements for regional programmes across BBC One and BBC Two combined, after consulting Ofcom.

For 2005, the BBC's commitments are to provide:

- a minimum of 6,580 hours of programmes across the range of genres, including regional news programmes for BBC One
- at least 95% of regional programmes made in the relevant area
- a minimum of 3,920 hours of regional news programmes on BBC One, of which 2,010 hours are in peak time
- 1,030 hours of regional programmes in peak time, plus a further 355 hours at times adjacent to peak time (ie the hour either side of peak time), excluding news on BBC One

Quotas are based on actual levels of output in 2002. These figures assume that programmes originally shown in the version of a service for a particular nation or region will be counted again if repeated in the same nation or region.



*Sensitive Skin* made by UK indie Baby Cow. The BBC has committed to applying the 25% statutory independent quota separately to BBC One and BBC Two in 2005.



The BBC will broadcast 3,920 hours of regional news programmes on BBC One, of which 2,010 hours will be in peak time.



The BBC is committed to subtitling all our television output by 2008 on BBC One, BBC Two, BBC Three, BBC Four, CBeebies, The CBBC Channel and BBC News 24.

### Regional programme-making

The BBC commissions a range of output from programme makers in different parts of the UK. We are committed to ensuring that broadly one-third of BBC network programmes are made in Scotland, Wales and Northern Ireland, and in the English regions outside the M25.

The BBC's commitments for regional production, agreed with Ofcom, have historically been based on the long-standing 'Hatch' quotas, which are:

- 30% of relevant network spend, and
- 25% of relevant network hours

However, during 2004 Ofcom revised the definition of a programme made outside the M25. In light of this change, the BBC commits to achieving its existing 30% and 25% quotas on the new method of calculation from 1 January 2006.

### Independent production

The BBC is subject to quotas set out for the percentage of independent and European productions broadcast under the terms of the Broadcasting Act 1990, the Communications Act 2003, and the Television Without Frontiers Directive.

We consistently broadcast nearly 90% European output across our television channels (compared to a quota of 50%). We expect this to be the case again this year, and to meet the European independents' quota of 10%.

The BBC has committed to applying the 25% statutory independent production quota separately to BBC One and BBC Two from the beginning of 2005.

We remain fully committed to our voluntary pledge that at least 10% of eligible hours on our national analogue radio networks will be made by independent producers.

### Access services

We exceed the current Ofcom targets (originally set by the ITC) for subtitling, signing and audio description and are committed to subtitling all our output by 2008 on BBC One, BBC Two, BBC Three, BBC Four, CBeebies, The CBBC Channel and BBC News 24. There are subtitles for sections of BBC Parliament on satellite, and we are currently looking at a means to provide these on Freeview as well. Under the Communications Act we are also bound by Ofcom's code relating to provision for deaf and visually impaired people.

Access to services is covered by Part 3 of the Disability Discrimination Act. We have agreed policies and have produced a *Production Handbook* which lays down expectations for programme makers, and we have *Guidelines for Visually Impaired Television Audiences*.

We are also in the process of evolving our policies on web accessibility, and will continue to publish them online as they evolve. See: [bbc.co.uk/commissioning/newmedia/websites.shtml](http://bbc.co.uk/commissioning/newmedia/websites.shtml).

We will continue to monitor how well all our guidelines are operating.

# Further BBC commitments

The BBC's commitment to audiences extends beyond the policy for individual services. We also make significant commitments which apply across our services.

## **Diversity**

The BBC aims to reflect the reality of diversity in its output and through mainstream and targeted services to offer something for everyone in the UK, irrespective of age, class, gender, disability, cultural identity or location.

However, there are still some groups in society who need a more proactive approach from the BBC – as both a broadcaster and an employer – in how we represent and echo their lives.

We will continue to work to increase the proportion of people from ethnic minority groups who work for the BBC. At the end of February 2005, 10.1% of our staff and 5.1% of our senior staff came from ethnic minority backgrounds. Our target is to increase these ratios to 12.5% overall and 7% for senior management by 2007.

We are developing systems and processes to support disabled staff who join the organisation or who become disabled while working for the BBC. The Access Unit exists to provide a one-stop solution to staff with access problems.

For the first time ever, the BBC has set itself a minimum employment target for disabled staff. At the end of February 2005, the proportion of staff declaring a disability stood at 2.7%. Our target is to increase this to 4% by 2007. Our Extend scheme will continue to offer work placements across our businesses to disabled people.

Centrally and locally we will look at new ways of attracting talent from all backgrounds to diverse roles within the BBC – on and off air, and across television, radio and online.

Since January 2003 all newly submitted programme proposals have had a diversity statement attached highlighting how, where appropriate, the programme will fulfil the BBC's commitment to reflecting the diversity of the licence fee-paying public, both on and off screen. We will continue to assess how effectively this enables us to deliver against our pledge.

## **Access**

The BBC is a founder member of the Broadcasters' Disability Network, and is committed to:

- increasing the presence of disabled people on air and on screen
- increasing the number of disabled people in all areas of the workforce
- increasing access to services, on and off air
- ensuring access to its buildings

An assessment of our activities in these areas was carried out in the early part of 2004, and the practical recommendations from this work are in the process of being implemented. Progress includes increasing the number of disabled people heard and seen in mainstream drama, comedy, entertainment and sport, and collaborating with Channel 4 to offer disabled actors an opportunity to develop their talent for television.

## **Universal availability of BBC services**

We will continue to ensure that all our services remain universally available and free to air, and that licence fee payers are able to access them through new media as relevant technologies develop. Our digital services are available on Freeview, satellite and cable in the manner and to the extent that each platform allows.

## **Training**

The BBC will continue to invest in training and developing our employees' skill base, providing opportunities for staff to move around the organisation and learn from exposure to different work areas. We will also devote time, expertise and money as our contribution to industry-wide training and development initiatives, and will continue to run specific schemes designed to attract new people to the broadcasting industry.



Our information service is available to audiences 24 hours a day, handling approximately 2.5 million contacts each year by telephone, email or letter.



Wheelchair user Paul Henshall plays a new character in *Holby City* and reflects the BBC's commitment to increasing the presence of disabled people on air and on screen.



The BBC's investment in training and development delivers benefits to the wider UK media industry.

### Accountability

The BBC, as an open and transparent organisation which is trusted by the public it serves, seeks to engage its audiences in dialogue, to learn from them and to respond honestly to what they have to say.

Our information service is available to audiences 24 hours every day of the year, handling approximately 2.5 million contacts over the year by telephone, email and letter. These range from general enquiries to specific complaints about programme content. The quality of our responses to audience concerns is audited annually to ensure that high standards are maintained.

As part of the BBC's commitment to greater openness and accountability, we have recently established new complaints handling arrangements which make it easier for the public to make a formal complaint and obtain a speedy response. There is a two-stage appeal process for anyone unhappy with the initial response they receive. The Governors' Programme Complaints Committee is the final stage of the process inside the BBC.

The BBC organises regular public consultations and carries out extensive audience research to listen to the views of licence fee payers. This includes ad hoc studies into the interests and needs of particular sections of the audience or the use and value of a particular service, as well as an ongoing monthly survey which tracks audience perceptions of the organisation and its output. In addition, a network of over 500 voluntary independent advisers in England, Scotland, Wales and Northern Ireland provides direct feedback on BBC services.

The Board of Governors will report on the BBC's performance against the commitments contained in these statements in the *BBC Annual Report and Accounts 2005/2006*, published in July 2006.

# Getting in touch with the BBC

## BBC Information

If you have a question or comment about BBC programmes or services, you can contact BBC Information.

### Write to:

BBC Information  
PO Box 1922  
Glasgow G2 3WT

**Telephone** 08700 100 222\*

(24 hours a day, seven days a week)

**Textphone** 08700 100 212

**Fax** 0141 307 5770

**Email** [info@bbc.co.uk](mailto:info@bbc.co.uk)

**Website** [bbc.co.uk/info](http://bbc.co.uk/info)

For information about how to receive the BBC's digital services

**Telephone** 08700 10 10 10\*

**Website** [bbc.co.uk/digital](http://bbc.co.uk/digital)

For general television and radio reception advice

### Write to:

BBC Reception Advice  
BBC Television Centre  
London W12 7RJ

**Telephone** 08700 100 123\*

**Textphone** 08700 100 212

**Website** [bbc.co.uk/reception](http://bbc.co.uk/reception)

To share your views on our television programmes

### Write to:

*Points of View*

BBC Birmingham  
Birmingham B1 1RF

**Telephone/fax** 0121 567 6430

(operational when programme is on air)

**Email** [pov@bbc.co.uk](mailto:pov@bbc.co.uk)

**Website** [bbc.co.uk/pov](http://bbc.co.uk/pov)

To share your views on our radio programmes

### Write to:

*Feedback*

BBC  
PO Box 2100  
London W1A 1QT

**Telephone** 08700 100 400\*

(24 hours a day, seven days a week)

**Fax** 020 7436 2800

**Email** [feedback@bbc.co.uk](mailto:feedback@bbc.co.uk)

**Website** [bbc.co.uk/radio/feedback](http://bbc.co.uk/radio/feedback)

## Programme complaints

If you think a BBC television or radio programme has fallen seriously below the BBC's editorial standards

### Write to:

BBC Complaints  
PO Box 1922  
Glasgow G2 3WT

Or you can contact the Office of Communications (Ofcom), an independent regulatory body, one of whose responsibilities is to consider complaints about standards, fairness and privacy in broadcasting.

### Write to:

Ofcom Contact Centre  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA

**Telephone** 0845 456 3000

**Fax** 020 7981 3333

**Email** [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

**Website** [www.ofcom.org.uk](http://www.ofcom.org.uk)

## BBC Broadcasting and Advisory Councils

The National Broadcasting Councils in Scotland, Wales and Northern Ireland and the English Regional and Local Advisory Councils assist BBC Governors in their overview of the BBC. You can write to them with your views through:

The Secretary  
BBC Broadcasting Council  
for Scotland  
Room 3152  
BBC Broadcasting House  
Queen Margaret Drive  
Glasgow G12 8DG

The Secretary  
BBC Broadcasting Council for Wales  
BBC Broadcasting House  
Llandaff  
Cardiff CF5 2YQ

The Secretary  
BBC Broadcasting Council  
for Northern Ireland  
BBC Broadcasting House  
Ormeau Avenue  
Belfast BT2 8HQ

The Secretary  
BBC English Regions  
BBC Birmingham  
The Mailbox  
Birmingham B1 1RF

The Central Religious Advisory Committee (CRAC) advises the BBC on religious broadcasting policy and programmes. You can write to CRAC with your views through:

Head of Performance  
BBC Governance Unit  
Room 211  
35 Marylebone High Street  
London W1U 4AA

## Free tickets

For free tickets to BBC radio and television shows

### Write to:

BBC Studio Services  
PO Box 3000

BBC Television Centre  
London W12 7RJ

**Telephone** 020 8576 1227

**Textphone** 020 8225 8090

**Fax** 020 8576 8802

**Email** [tv.ticket.unit@bbc.co.uk](mailto:tv.ticket.unit@bbc.co.uk)

or [radio.ticket.unit@bbc.co.uk](mailto:radio.ticket.unit@bbc.co.uk)

**Website** [bbc.co.uk/tickets](http://bbc.co.uk/tickets)

## Visiting the BBC

The BBC runs tours of BBC Television Centre in London. For more information and to book

**Telephone** 0870 603 0304\*

**Textphone** 0870 903 0304

**Email** [bbctours@bbc.co.uk](mailto:bbctours@bbc.co.uk)

**Website** [bbc.co.uk/tours](http://bbc.co.uk/tours)

BBC Scotland, BBC Wales, BBC Northern Ireland and English regional centres and local radio stations will arrange tours for media students, professional organisations and other groups. Please contact your local centre for details.

### **BBC products**

You can buy DVDs, videos, books, toys and other merchandise for some BBC programmes. For copyright reasons, getting tapes of other BBC programmes is not generally possible.

For products and sales information

**Telephone** 0870 600 7080\*

You can also buy BBC products from BBC Shops located around the country.

#### **Write to:**

BBC Shop  
PO Box 308  
Sittingbourne  
Kent ME9 8LW

**Telephone** 08700 777 001\*

(8.30am–6pm Monday–Friday)

**Website** [www.bbcshop.com](http://www.bbcshop.com)

### **Contributing to programmes**

The BBC has a Diversity Database of potential contributors to help BBC programme makers find new faces and voices, and to better reflect the full diversity of UK society. We are particularly interested in hearing from people with disabilities, ethnic minorities and older people. Contact us if you are interested in joining as a potential contributor.

#### **Write to:**

Diversity Database Project Administrator  
BBC  
MC2 D2 Media Centre  
Media Village  
201 Wood Lane  
London W12 7TQ

**Telephone** 020 8008 4287

**Fax** 020 8008 4282

**Email** [diversity.database@bbc.co.uk](mailto:diversity.database@bbc.co.uk)

**Website** [bbc.co.uk/info/policies](http://bbc.co.uk/info/policies)

### **To find out about getting work experience at the BBC**

#### **Write to:**

BBC Work Experience  
MC2 C6 Media Centre  
Media Village  
201 Wood Lane  
London W12 7TQ

**Email** [work.experience@bbc.co.uk](mailto:work.experience@bbc.co.uk)

**Website** [bbc.co.uk/jobs/workexperience](http://bbc.co.uk/jobs/workexperience)

### **To find out about job vacancies at the BBC**

#### **Write to:**

BBC Recruitment  
PO Box 48305  
London W12 6YE

**Telephone** 0870 333 1330\*

(9.30am–5.30pm Monday–Friday)

**Email** [recruitment@bbc.co.uk](mailto:recruitment@bbc.co.uk)

**Website** [bbc.co.uk/jobs](http://bbc.co.uk/jobs)

### **For queries about your TV Licence**

General enquiries or direct debit payments

**Telephone** 0870 240 3294

**Fax** 0870 240 1187

**Email** [tvlicsc@capita.co.uk](mailto:tvlicsc@capita.co.uk)

**Website** [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

Both the *BBC Statements of Programme Policy* and the *BBC Annual Report and Accounts* are available in public libraries throughout the UK and at [bbc.co.uk/info](http://bbc.co.uk/info). They are also available in Welsh, in an audio version, and in Braille. The *Annual Report* is also available as a summary leaflet and in a version tailored for people with learning difficulties.

Copies of any of these publications may be obtained by calling 08703 665 466\* or contacting BBC Information (details left).

\* Calls may be monitored or recorded for training purposes

### **Picture credits**

#### **Alex Flahive**

(Bloc Party at Reading Fez Club, page 37)

#### **Associated Press**

(Palestinian Authority President Mahmoud Abbas and Israeli Prime Minister Ariel Sharon, page 14)

#### **David McCairley Photography and Scope**

(Computer users, page 41)

#### **De Montfort Hall**

(*Summer Sundae* in Leicester, page 37)

#### **EMPICS Photo Agency**

(Birmingham City v Liverpool, page 8; Winter Olympics, Salt Lake City 2002, page 16; Winston Churchill, page 21; England v Australia ICC Trophy, page 35)

#### **McDonald & Rutter**

(Michael Grandage's production of *Don Carlos* – photographer Ivan Kyncl, page 30)

#### **National Assembly for Wales**

(Assembly chamber, page 49)

#### **Peer Lindgreen**

(*The Hitchhiker's Guide to the Galaxy*, page 32)

#### **S4C**

(*Y Clwb Rygbi*, page 57)

#### **SimonRix.com**

(BBC Upfront training, page 63)

### **Environmental statement**

Text and cover printed on Mega Matt. Mega Matt has up to 50% recovered fibre from pre- and post-consumer waste, and the remaining pulp source is totally chlorine free, sourced from fully sustainable sources. The printing inks are made using vegetable-based oils. No film or film processing chemicals were used. 95% of the cleaning solvents are recycled for further use and 88% of the waste associated with this product is recycled.

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