

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 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 2004, the BBC has agreed 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 will be 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 included in the table (see right), 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 will be 7pm to 12midnight.

The Department for Culture, Media and Sport is currently consulting on the definition of original productions and the BBC may need to revisit its commitments for future years in the light of its conclusions.

Minimum originations

The BBC proposes 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) |
| 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. These include:

- 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 to be made in the relevant area
- a minimum of 3,920 hours of regional news programmes on BBC One, of which 2,010 hours shall be in peak time
- an additional 1,030 hours of non-news regional programmes in peak time, plus a further 355 hours at times adjacent to peak time (ie the hour either side of peak time)

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.

Regional programme making

The BBC commissions a range of programmes 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.



BBC proposals for regional production agreed with Ofcom are based on this existing 'Hatch' quota and definitions, which are:

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

However, the BBC is aware that Ofcom is currently consulting on the definition of a programme made outside the M25 and that these proposals may have to be adjusted accordingly.

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 also be the case this year, and to meet the European independents' quota of 10%.

BBC One and BBC Two are required to meet a combined statutory 25% independent quota in each year. Separate quotas for BBC One and BBC Two will apply from 2005.

In January 2004 Ofcom approved the BBC's new Code of Practice, which lays down the principles by which the BBC commissions and contracts independent producers. At the same time we are agreeing new terms of trade with Pact. We will measure carefully the implementation of these improved ways of working to ensure that our relationship with UK producers is fair and transparent.

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 TV Audiences*. We are also in the process of evolving our policies on web accessibility, and will continue to publish them online as they evolve (www.bbc.co.uk/commissioning/bbci/websites.shtml).

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

Pictures from left

- 1 Network programmes produced outside of London include, from Manchester, *The Heaven and Earth Show*
- 2 The BBC's commitment to subtitling, signing and audio descriptions exceed Ofcom targets
- 3 *Have I Got News For You*, made by Hat Trick Productions, an independent production for the BBC



Anti-clockwise from top

- 1 Ranjit Sondhi, Governor for the English Regions, and members of BBC staff listen to audiences expressing their views about the BBC
- 2 Reflecting the diversity of the UK with the BBC One channel ident
- 3 BBC Talent Week – this year’s winners include (left–right): Mathew Thomson (Short Film Maker); Pete Avery-Hobbies and Nick Mackie (Animation); Vishal Gopal (Fame Academy bursary); Rob Rouse and Bryan Dick (actors in *Bunk Bed Boys*); Danny Peak (writer of *Bunk Bed Boys*); Leila Serrao; Terriane Oudjar and Lucy Montgomery (actors in *Killing Time*)

Further BBC commitments

The BBC's commitment to its audiences extends beyond the programme 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 to offer something through mainstream and targeted services 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 – to 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 2003, just over 10% of our staff and 4.4% of our senior staff came from ethnic minority backgrounds. Our new 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 will be setting itself a minimum employment target for disabled staff. 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 reflect fully the diversity of the licence-paying public both on and off screen. In 2004/2005 we will assess how effectively this enables us to deliver against this 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 will be implemented from 2004 onwards. We hope that the improvements will be apparent.

Universal availability of BBC services

We will continue to ensure that all our services remain universally available and free to air, and that licence 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.

Access services

Access has been covered in the previous section on Other programming commitments (see pages 52–53).

Training

This year the BBC will invest around £50million in training and in developing our staff's new and existing skills. We will continue to provide opportunities for staff to move around the organisation and learn from exposure to different work areas. We will also devote time, expertise and money (around £1.1million) as our contribution to industry-wide training initiatives, and will continue to run specific schemes designed to attract new people to the broadcasting industry, such as BBC Talent.

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. The quality of our responses to audience concerns is audited annually to maintain quality. We are reviewing our processes to ensure that serious programme complaints are dealt with in the most appropriate way.

The BBC organises regular public consultations and carries out extensive audience research to listen to the views of licence payers.

A network of over 500 voluntary independent advisers in England, Scotland, Wales and Northern Ireland provide direct feedback on BBC services.

The Governors will report the BBC's performance against the commitments contained in these statements in the *BBC Annual Report and Accounts 2004/2005*. In July this year, the Board will report on performance against the statements published last year in the *BBC Annual Report and Accounts 2003/2004*.

Getting in touch with the BBC

If you have a question or comment about BBC programmes or services, you can ring BBC Information on 08700 100 222* 24 hours a day, seven days a week.

BBC Information

PO Box 1922
Glasgow G2 3WT
Ring 08700 100 222*
Textphone 08700 100 212
Fax 0141 307 5770
Email info@bbc.co.uk
Website www.bbc.co.uk/info

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

Ring 08700 10 10 10*
Website www.bbc.co.uk/digital

For general television and radio reception advice

Write to:
BBC Reception Advice
BBC Television Centre
London W12 7RJ
Ring 08700 100 123*
Textphone 08700 100 212
Website www.bbc.co.uk/reception

To share your views on our television programmes

Write to:
Points of View
BBC Birmingham
Birmingham B5 7QQ
Ring/fax 0121 472 7988
(operational when programme is on air)
Email pov@bbc.co.uk
Website www.bbc.co.uk/pov

To share your views on our radio programmes

Write to:
Feedback
BBC
PO Box 2100
London W1A 1QT
Ring 08700 100 400*
(7.30am–12midnight daily)
Fax 020 7436 2800
Email feedback@bbc.co.uk
Website www.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, you can write to:

Head of Programme Complaints

BBC Programme Complaints Unit
MC4 B6 Media Centre
Media Village
201 Wood Lane
London W12 7TQ

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
Ring 0845 456 3000
Fax 020 7981 3333
Email contact@ofcom.org.uk
Website 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 Broadcasting Centre
Pebble Mill Road
Birmingham B5 7QQ

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 and Accountability

BBC
MC3 D3 Media Centre
Media Village
201 Wood Lane
London W12 7TQ

Free tickets

For free tickets to BBC radio and television shows
Write to:

BBC Audience Services
PO Box 3000
BBC Television Centre
London W12 7RJ
Ring 020 8576 1227
Textphone 020 8225 8090
Fax 020 8576 8802
Email tv.ticket.unit@bbc.co.uk or
radio.ticket.unit@bbc.co.uk
Website www.bbc.co.uk/tickets

Visiting the BBC

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

Ring 0870 603 0304*
Textphone 0870 903 0304
Email bbctours@bbc.co.uk
Website www.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
Ring 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
Ring 08700 777 001*

(8.30am–6.30pm Monday–Friday)
Website 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

Ring 020 8008 4287

Fax 020 8008 4282

Email diversity.database@bbc.co.uk

Website www.bbc.co.uk/info/policies

To find out about getting work experience at the BBC

Write to:

BBC Work Experience

PO Box 27118

London W1A 6ZL

Email work.experience@bbc.co.uk

Website www.bbc.co.uk/workexperience

To find out about job vacancies at the BBC

Write to:

BBC Recruitment

PO Box 7000

London W1A 6GJ

Ring 0870 333 1330*

Email recruitment@bbc.co.uk

Website www.bbc.co.uk/jobs

For queries about your television licence

General enquiries or direct debit payments

Ring 0870 240 3294

Fax 0870 240 1187

Email tvlicsc@capita.co.uk

Website www.tvlicensing.co.uk

* Calls may be monitored or recorded for training purposes

Both the *BBC Statements of Programme Policy* and the *BBC Annual Report and Accounts* are available in public libraries throughout the UK and on the BBC's website at www.bbc.co.uk/info. They are also available in Welsh, in an audio version, and in Braille.

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

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