

BBC Management Response

At the request of the BBC Trust, BBC management commissioned business advisers Deloitte to deliver a detailed examination of the editorial and technical processes relating to the use of premium rate telephony in a sample of programmes that had been looked at as part of the BBC's Internal Review (Premium Rate Telephone and Associated Issues – Final Report from the BBC Director-General to the BBC Trust, May 2007).

Controls across four programme series, local radio output and a single live event were assessed. These programmes were produced by both the BBC and independent production companies. They were selected by Deloitte in consultation with the BBC to be representative of a number of risk areas. The sample included programmes which received a high volume of voting, a children's programme, programmes that were for charitable causes and a local radio programme.

The BBC has provided Deloitte with access to production teams, Editorial Policy, Finance & Business Affairs, independent production companies and, where possible, telephony service providers. Deloitte has also spot-checked a number of live, pre-recorded and repeat broadcasts as part of this Review.

BBC management welcomes the Deloitte Report.

Deloitte's examination has not identified any major issues or systemic failings in BBC compliance within the programmes reviewed. It has identified a few minor instances of deviations from BBC best practice or guidelines, in areas such as the time allowed for all text votes to be counted and the legibility of on-screen graphic information.

The issues relating to the use of premium phone-lines had already been recognised and were being acted on as a result of the BBC's Internal Review. Deloitte's recommendations are supportive of the BBC's actions in this area.