

BBC Trust Service Reviews

Progress report, July 2015

Introduction

The Trust is required to review every BBC service once every five years. At the end of each service review, the Trust publishes a report and this contains action points which are either for the Trust to fulfil or areas where the Trust has asked the BBC Executive to take action. The Trust uses its regular board and committee meetings, its annual performance assessment cycle and other activities to track progress against the actions and to ask for further action from the BBC Executive if required.

The Trust publishes commentary on many areas relating to its service reviews in Part I of the BBC Annual Report & Accounts. In response to requests from external stakeholders for more information on this area of its work, the Trust also publishes this annual summary report setting out its follow-up against the actions from each review.

Overview of outcomes to date

Most of the actions from the most recent reviews of music radio (completed March 2015) are still outstanding, as are some from the review of BBC network news and current affairs (April 2014) and BBC television (July 2014). Further follow-up is planned in these areas.

Otherwise this progress report shows that the majority of action points from the Trust's service reviews have been fulfilled.

The following pages set out the status of progress against the actions from each service review.

Next steps

The Trust aims to work in an open and transparent way. Publishing more information about our work in the area of performance assessment is intended to provide greater accountability for our activities and to inform interested stakeholders.

If you wish to find out more about our work in this area, please contact trust.enquiries@bbc.co.uk.

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BBC Online

This review was completed in May 2008. A second review completed in May 2013 (see below).

The review clarified the very important role played by Online in promoting the BBC's public purposes and the value audiences placed on it. However, financial controls were found to be poor for online and the review led to significant changes in terms of how the BBC manages its online activities.

Actions	At a glance	Status
1. Plans for improving linking and navigation to external sites should be brought to the Trust for consideration.	👍	Completed
Click-throughs should be made part of regular performance reporting to the Trust	👍	On-going reporting
2. Proposals for BBC role in providing external web search should be brought to the Trust for consideration	👍	Completed. BBC web search dropped in Jan 2009
3. BBC management should consider points made in our public consultation by other operators in the BBC's markets and respond where necessary	👍	Market engagement now takes place regularly
4. Guidance and principles for cost allocation and data collection to be developed, checked by auditors and Trust to publish decision on this	👍	Work done and verified by KPMG. Reported to Trust in Oct 2008.
5. Proposals for new management control system developed within six months of the report	👍	Completed
6. There should be a review of the new management structure within one year of its implementation	👍	Completed
7. The baseline budget for bbc.co.uk to be revised to £114.4m	👍	Completed
8. The service licence for bbc.co.uk to be reissued with changes as stated in review	👍	Completed
9. Detailed plans for new investment in bbc.co.uk to be brought to Trust for consideration.	👍	Completed
Plans for local video and formal learning for 6-10 year olds to be subject to PVTs by Trust.	👍	PVT for Local video resulted in proposal being rejected. Formal learning plans approved following strategic assessment exercise.

BBC Red Button

The review was completed in November 2010. A second review of Red Button was completed in May 2013 (see below).

The review clarified Red Button's role amongst audiences and its future strategy. The Trust recommended that the service should focus on the things it does well, such as news provision, and that it should reduce its content and distribution costs and provide a consistent offer across TV platforms. The Trust recognised that Red Button could play a part in IPTV, although it was too early to see exactly what this might be.

Actions	At a glance	Status
1 Red Button should focus on its strengths, rather than seeking to cover all genres and deliver all public purposes. Reversioning content from other BBC services rather than commissioning bespoke content should help to reduce costs.	↑	Completed.
2. BBC management should improve the way in which it measures quality of Red Button.	↑	Completed
3. Evidence should be gathered to improve understanding of the nature and importance of Red Button's role in media literacy.	↑	Completed.
4. Distribution costs for digital text should be reported in future Annual Report and Accounts as part of the Red Button service.	↑	Completed
5. We would expect Red Button to reduce its distribution costs by providing a more consistent level of service across different digital TV platforms.	↑	Completed - took place in 2012
6. Costs associated with re-versioning of content for IPTV to be captured within the Red Button service licence budget. No increase in Red Button service licence budget to accommodate IPTV activity.	-	Agreed.
7. Amendments to Red Button's service licence to improve description core proposition and priorities regarding public purposes.	↑	Completed

BBC Online & Red Button

This review was completed in May 2013.

The review found that BBC Online and Red Button both reach large numbers of users and deliver the public purposes effectively. A number of actions to underpin improvement of the services were agreed.







Actions	At a glance	Status
1. BBC Online should provide a better local offer for audiences	👍	Progress assessed.
2. The Trust will monitor the success of Knowledge and Learning's relaunch	👍	Progress assessed.
3. BBC Management should improve navigation across and beyond BBC Online	👍 👍	Service licence amended. External click throughs increased again in 2014/15
4. BBC management should explore opportunities to offer more personalisation of BBC Online	👉	MyBBC initiative continues. Trust oversees direction of travel
5. BBC management should improve its audience measurement and make more information publicly available	👍	Some progress made.
6. BBC management should further improve financial accountability	👍 👍	Service licence and ARA reporting amended. Allocation of development spend considered but rejected by BBC.
7. We intend to merge the service licences for BBC Online and BBC Red Button	👍	Licences merged following public consultation

BBC Children's

A first review of the BBC's children's services was completed in February 2009 and a second review completed in autumn 2013.



The second review concluded that that BBC services for children on television and online perform well and make strong contributions to the public purposes. The key performance challenge for BBC Children's was to maintain the reach and impact of both CBeebies and CBBC in an environment where there is an increasing number of choices for children.

The review concluded that CBeebies online audio downloads were relatively popular but we found there was very low audience awareness of the BBC's dedicated radio provision for older children on Radio 4 Extra.

2013 review		
1. We supported plans by BBC Children's plans to improve reach to older children and to those who have more choice in satellite and cable households. We also supported the plans to improve the transition of children aged 4-6 between CBeebies and CBBC.		TV reach has declined while online viewing grows. Performance across TV & online unclear.
2. The BBC should find ways to promote the BBC's radio and audio output for children more effectively so that awareness levels increase and more children might discover speech radio that appeals to them.		Trust took decision to allow Radio 4Extra to end children's programming due to low usage.
3. We will monitor the impact of Delivering Quality First cuts and efficiencies on BBC Children's to ensure that there is minimal need for scope cuts beyond those achieved from stopping the broadcasting of output on BBC One and BBC Two.		Trust continues to monitor impact of DQF savings on a quarterly basis
4. BBC Children's should establish robust quality metrics for children's content.		Completed
5. BBC Children's should improve its online and interactive offer to meet audience needs and expectations better, subject to any required approvals.		CBBC app launched, signs that browser reach increasing. Progress will continue to be assessed
6. We would like to see more concerted action taken by other BBC TV, radio and online services to consider children as an audience for mainstream output and to continue to seek opportunities to include relevant BBC Children's output as part of their offer. The Trust will consider children as an audience when we review BBC television and radio		Challenge of appealing to younger audiences, including children, ongoing.

over the next few years.		
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2009 review	At a glance	Status
1. Amend the CBeebies Service Licence to fully reflect and safeguard CBeebies contribution to the BBC's global public purpose.	📌	Completed
2. Use reach in cable and satellite homes as a key measure of performance for CBBC.	📌	Completed
3. Executive to report to the Trust with plans to address the decline in audience levels for children's content since children's programmes were moved earlier on BBC One.	📌	Completed
4. We identified a decline in usage of the CBBC website, although usage levels were still very high. We concluded that the Trust would monitor performance going forward to ensure the decline does not continue unchecked.	📌	Considered in second service review.
5. Executive to draw on the results of our audience research among children in ethnic minority homes to inform their approach to commissioning, research and outreach programmes.	📌	Completed
6. Trust asked for further cost-benefit work to be done on extension of CBBC until 9 pm.	📌	Plans not taken forward.
7. The Executive should regularly collect data on the delivery of the BBC's public purposes.	📌	On-going.
8. The Executive report to the Trust with plans to boost audiences for content which contributes to citizenship and global purposes.	📌	Completed
9. Amend the CBBC and CBeebies Service Licences to include all CBBC and CBeebies expenditure on television programmes, including those that are first transmitted on BBC One or BBC Two.	📌	Completed
10. Executive to monitor the cost per user hour and cost per user reached for CBeebies and CBBC.	📌	Completed
11. Executive to develop an alternative approach to children's radio in the light of consistently low audience numbers.	📌	CBeebies radio changed; Go 4 It cut from Radio 4. Children's radio considered again in

		Radio 4 and 7 review.
12. Executive to be clearer about performance objectives for children's and consider whether the existing budget is sufficient.		Additional investment committed (£25.5 million over 3 years).
13. Executive requested permission for children's to premiere content online.	-	Plans not taken forward.
14. Amend CBeebies Service Licence so that the target age group for the service is children aged six and under.		Completed.

Younger audiences: Radio 1, 1Xtra and BBC Three

The review was completed in June 2009. A further review of Radio 1 and 1Xtra was completed in 2015 and of BBC Three in 2014 (see both reviews below).

The review clarified the importance of these services in serving young audiences and the importance of them focussing clearly on their target age groups.

Actions	At a glance	Status
1. When Cross Media measurement in place, young audiences should be treated as a priority group for measurement.		Work ongoing to track performance across TV, radio and online.
2. BBC management to focus on News reach to young people in performance reporting. Trust to report publicly on BBC performance in reaching the young in future ARAs.		Issue considered in service review of BBC News. Challenge remains.
3. BBC Three's service licence to be amended to: specify target audience, reflect sports output, include more genres in global purpose		Completed
4. BBC Three issues to be included in service reviews of BBC One, Two and Four to include: reach to ethnic minorities, role of acquisitions and improved approach to VFM assessment		Completed
5. Trust to monitor usage of BBC Three's online activities as part of regular performance monitoring.		-
Redesigns of website to ensure that news link is permanent.		Complete. Site now has permanent link to BBC news.
6. Radio 1 to focus on serving 15-29 year olds, rather than older listeners. Service licence to be amended to reflect this.		Trust's review of Music Radio in 2015 has considered progress. Focus will
Radio 1's performance in serving young audience to		

be the focus of Trust performance assessment activity. Trust expects Radio 1 to maintain reach to the young and to ensure that the median age of listeners remains within its target age range.		be on maintaining reach to younger audiences in future.
7. We will monitor Radio 1 reach to ethnic minorities as part of performance monitoring	📍	Considered again in 2015 review.
8. Radio 1 service licence amended re. new music definition & social action.	📍	Completed
9. 1Xtra service licence amended re 'new music'	📍	Completed
10. Volume and format of 1Xtra's news output to change. Service Licence to be amended to reflect this.	📍	Completed













Radio 2 and 6 Music

The review was completed in February 2010. A further review of the station was completed in 2015 (see below).

The Trust recommended a number of changes to the stations in order to maximise their contribution to the public purposes, safeguard distinctiveness and grow 6 Music's reach.

We concluded that Radio 2 should use its scale and influence to take more creative risks and be more distinctive, particularly in daytime. We found that BBC 6 Music was well liked by its listeners, but that it should aim to raise awareness and grow its audience to realise its potential.




Actions	At a glance	Status
1. Radio 2 should enhance delivery of the BBC's public purposes by further integrating peak and off-peak content. Radio 2 management set out plans relating to comedy, arts in peak time, use of 7pm slot and social action.	📍	Schedule changes and other activity have resulted in good progress.
2. Radio 2 should refresh its comedy output and consider scheduling to gain greater impact; also ensure comedy is differentiated from Radio 4.	📍	Complete.
3. Radio 2 should use its influence to promote the benefits of digital media.	📍	Large scale media literacy campaign ran.
4. Radio 2 should investigate reasons for the decline in audience among over 65 year olds and, in particular over 75 year olds, with the aim of addressing this decline.	📍	Research completed and actions taken by management.
5. The Executive's plans to increase the ethnic diversity of Radio 2's audience. Trust recommends that they aim to reduce variations in reach between other demographic groups: less well off, people in Northern Ireland and women.	🔄	Diversity challenge remains and is an action from the second service review.

6. 6 Music should raise awareness and increase its reach to realise its potential.		Completed: 6 Music has grown audience substantially since review.
7. Service licence to be amended to reflect a more focused brand identity.		Completed
8. 6 Music should ensure that its presenters are not only popular but also have strong musical credibility.		On-going
9. The Executive should report to the Trust with a target for 6 Music's audience based on an assessment of likely potential listeners.		Completed
10. 6 Music's documentary output should aim to meet the service licence obligation to develop an understanding of popular music and its context.		On-going.
11. 6 Music quality metrics to be investigated.		Completed
12. Trust to amend the Radio 2 and 6 Music service licences to emphasise the importance of minimising song overlap between these two stations and with Radio 1 and commercial radio.		Completed
13. Changes to Radio 2 service licence conditions for UK and new music; introduction of numeric requirement for documentaries.		Completed
14. Opportunity to raise awareness and make greater impact with 6 Music's live music. Service licence requirement increased.		Completed
15. Replace condition that half of 6 Music's music should be more than four years old.		Completed
16. Executive should benchmark costs with commercial radio. Trust will continue to monitor efficiency savings and will report progress against targets through the Annual Report.		Independent review of Radio 2 costs completed and published by Executive.
17. The Executive should report to the Trust with revised talent cost saving targets for the BBC as a whole, given that the economic climate has worsened since the Trust first reviewed talent costs in 2008.		Talent costs have been considered across BBC and are reported publicly in ARA each year.

BBC Television: BBC One, Two, Three and Four

The review was completed in July 2014.


The review found that television remained the most effective way for the BBC to deliver its public purposes, due to its high audience reach compared to radio or online. We found that BBC television's performance was very strong overall, on the basis of its high audience reach, very high quality, effectiveness in delivering the BBC's public purposes and its value for money.










Actions	At a glance	Status
1 BBC television should seek to improve its appeal to younger viewers and BAME viewers		This challenge has become more acute during 2014/15.
2 BBC Television should further increase the distinctiveness of its offer		Some positive signs of progress but this remains a priority for the BBC.
3 The BBC should work more collaboratively to meet audience needs efficiently		Some positive examples of collaboration but further cross-portfolio work needed to serve audiences effectively.

BBC One, Two and Four

The review was completed in November 2010.

The review highlighted the strong performance of BBC One, BBC Two and BBC Four in terms of their quality and audience reach. It identified a challenge for the Executive to make BBC One and Two more distinctive and to gain higher impact for programming in some areas.

Actions	At a glance	Status
4 BBC One should harness its size by making a greater contribution to the BBC's public purposes through a more distinctive peak time schedule. In particular, it should actively seek to		Challenge is ongoing.

	increase the level of range, variety and surprise in pre-watershed peak time, and show greater creative ambition at 9pm.		
5	BBC Two should continue to implement its plans to make its factual, drama and comedy output more distinctive. Its aim should be to re-establish its position as a channel which audiences recognise as being manifestly different to BBC One.		Completed.
6	Daytime output on BBC One and BBC Two needs to make a greater contribution to the BBC's reputation for quality and distinctiveness. BBC management should therefore implement the proposals it has put forward in response to our interim findings to increase the quality and distinctiveness of daytime output.		Completed.
7	BBC management should aim to increase the impact of its current affairs programming on BBC One and BBC Two. We will amend BBC Two's service licence to strengthen the contribution we expect the channel to make to the BBC's global purpose	 	Considered as part of Trust's review of News & CA in 2014. Further action set. Completed
8	BBC management should continue to implement its plans to remedy the deficits in performance among some audience groups.		Ongoing challenge and an action from 2014 review.
9	BBC management should implement its plans designed to improve the quality of opt-out programming and increase its contribution to delivering a range of the BBC's public purposes		Quality now reported. Audience perceptions have improved.
10	BBC Four should seek to achieve greater impact among its audience, and increase its contribution to the delivery of the BBC's public purposes, particularly in its core areas of specialism, securing a greater reputational dividend for the BBC in this respect. We will also amend BBC Four's service licence to reflect more clearly its editorial direction and focus.	 	Performance much improved in this respect. Completed
11	BBC management should explore ways to increase the impact of its world news programme on BBC Four.		Challenge remains.

Radio 3, Radio 4 and Radio 7

The review was completed in February 2011. Radio 3 was reviewed again in 2015 (see below). Radio 4 and 4 Extra are currently under review.

The review found that Radio 3, Radio 4 and Radio 7 were performing extremely well. The biggest challenge for all three stations is to gradually extend their core appeal to audiences without jeopardising their distinctiveness.







Actions	At a glance	Status
1. Radio 3 should continue to look for ways to be more accessible and welcoming	↑	Some changes made. Trust expects focus now to be on maintaining quality and distinctiveness.
2. BBC management should consider how the BBC can best deliver classical, jazz and world music to all licence fee payers	↑	Music mix considered within DQF; no changes proposed
3. Radio 3 should consider how it can help audiences best navigate the wide range of content on offer.	↑	Radio 3 website relaunched.
4. Service licence amended to remove mention of message boards on Radio 3 website.	↑	Completed.
5. BBC management should review the levels of broadcast output from the performing groups.	↑	Assessed in DQF
6. Radio 4 should continue to target the replinisher audience in order to secure the station's audience in the future.	↻	Second service review considering this.
7. Radio 4 should aim to increase appeal amongst different demographic groups.	↻	Second service review considering this.
8. We have increased the minimum hours of original documentaries required in the Radio 4 service licence	↑	Completed.
9. BBC management should consider Radio 4's role in sports coverage	↑	Completed. No change as a result of DQF.
10. Radio 4 should consider the balance of its international coverage	↑	Completed
11. We approve BBC management's proposals for the permanent collections for Radio 3 and Radio 4	↑	Launched
12. We endorse BBC management's proposal to reposition Radio 7 as Radio 4 Extra	↑	Completed
13. We approve BBC management's strategy for children's audio	↑	Completed

Nations radio: Radio Scotland, Radio nan Gaidheal, Radio Wales, Radio Cymru, Radio Ulster/Foyle

The review was completed in September 2011.

The BBC's radio stations in Northern Ireland, Scotland and Wales were found to operate in very different cultural, social and political environments. Listener numbers and perceptions of quality were found to vary but each service offered listeners something which they cannot get elsewhere. The challenge identified was to maintain this distinctive contribution and retain listeners at a time when BBC budgets are under pressure.

Actions	At a glance	Status
1. Nations radio stations should set themselves new performance objectives when funding plans have been determined	↑	Performance objectives set for 2013/14 which incorporated DQF forecasts and performance targets.
2. Safeguards should be introduced to mitigate the risk that distinctiveness is jeopardised by pressure on funding and audience numbers.	↑	Completed.
3. Service licence remits should be more prescriptive about target audience to help safeguard distinctiveness.	↑	Completed.
4. Safeguards should be put in place to ensure that each station continues to play distinctive music.	↑	Completed.
5. With limited resources, each station should continue to focus predominantly on issues and events of national resonance rather than local issues or events.	↑	On-going editorial aim
6. The cost saving process should consider each station in the context of the BBC's television and online provision in each nation.	↑	DQF process completed.
7. There should be greater collaboration between the BBC's radio stations as this has the potential to improve value for money.	↔	Some progress
8. The Executive should routinely benchmark production processes between stations.	↔	Some progress
9. The stations should implement the aspects of their strategies which have the potential to enhance reach, audience perceptions of quality and impact without a significant impact on cost.	↑	New schedules introduced by several stations






<p>10. The Executive should consider introducing shared reach objectives for the BBC’s radio stations in order to enhance strategic co-ordination and overall effectiveness of the BBC portfolio.</p>		<p>Not implemented.</p>
<p>11. Radio Ulster/Foyle should harness its strength to make a greater contribution to the BBC’s public purposes</p>		<p>Schedule refreshed.</p>
<p>12. As part of the wider review of BBC funding, the Executive should undertake a definitive cost-benefit analysis exploring the various options for addressing lower coverage levels.</p>		<p>Analysis completed and considered by Trust. No actions proposed.</p>
<p>13. The Executive should consider whether the number of listeners to Radio Scotland, Radio Wales and Radio Cymru could be increased by raising awareness of the stations.</p>		<p>Promotional campaigns underway and awareness tracking now working.</p>
<p>14. Radio Wales and Radio Cymru should review their content strategies to see whether more can be done to boost appeal in North Wales for Radio Wales and South Wales for Radio Cymru.</p>		<p>New production posts added, increase in range of voices.</p>
<p>15. The Executive should consider whether promoting Radio nan Gaidheal’s music to non-Gaelic speakers would broaden the station’s reach.</p>		<p>Station appears to reach non-Gaelic speakers. More work underway.</p>

Radio 5 live & 5 live Sports Extra

The review was completed in January 2012.

The review found that BBC Radio 5 live and 5 live sports extra are performing well and both help to deliver the BBC's public purposes to a sizeable audience. We set out a number of conclusions and actions to ensure that 5 live maximises its considerable strengths in news. We believe the BBC is uniquely able to provide coverage of a range of sports, including those of minority interest, and that 5 live could do more to reflect these in its output.






5 live and 5 live Sports Extra are currently under review for the second time.


Actions	At a glance	Status
1. 5 live should aim to raise awareness of the station and, in particular, its news output. It should ensure that appeal remains broad.		Progress being assessed in second service review.
2. 5 live's service licence to be amended to clarify the nature of its news output.		Amended
3. 5 live's service licence to be amended to include clearer commitments to news programming		Amended. News programmes named annually in public reporting of service licence commitments.
4. 5 live should provide more coverage of a range of sports alongside football and publish annual commitments to this.		Commitments published in SoPPs. Evidence of progress in covering a wider range of sports.
5. 5 live service licence amended to remove mention of hosting online communities.		Amended

BBC network news and current affairs

The review was completed in April 2014.

It reviewed all BBC network news and current affairs on television, on radio, and online. It showed how highly audiences regard the BBC's journalism and also the ways in which it needs to evolve to meet audience expectations and adapt to the changing technology through which news is consumed.






Actions	At a glance	Status
<p>1. The BBC must continue to develop the content and delivery of its online and digital news so that it remains relevant for all audiences, in particular: better use of graphics and more audio/video content; a more in-depth mobile news offer; and wider use of social media and other third-party platforms.</p>		<p>The BBC has developed digital news provision including a re-launched news app, refreshed home page and more use of video/audio. It is too early to measure success with confidence and follow up is planned for autumn 2015.</p>
<p>2. The BBC should improve the variety of its agenda and tone and refine its storytelling In part this will be achieved by developing a workforce, on and off-air, of greater diversity.</p> <p>We expect to see concrete proposals from the BBC to achieve this, and further progress in terms of both gender and ethnicity.</p>		<p>While we have seen some very good examples of greater diversity and storytelling we have asked the Executive for a full assessment, with particular regard to on-air diversity in autumn 2015.</p>
<p>3. The BBC should find ways to increase the impact of its current affairs output</p>		<p>Follow up is planned for autumn 2015.</p>
<p>4. We will strengthen the BBC One service licence to ensure that its commitment to Current Affairs captures our expectations for this genre, as well as guaranteeing a minimum level of output each year.</p>		<p>Licence updated</p>
<p>5. The BBC should ensure that a wider range of international stories reach domestic audiences</p>		<p>Actions include integrating the BBC's UK and international services and output; ongoing coverage of big global stories; bringing World News and the News Channel output closer together at evenings, weekends and overnight; and making the BBC's</p>

		language services available to UK audiences.
6. We will explore introducing a single service licence for the BBC's network journalism		Trust intends to introduce a service licence pending its review of news services for the nations and regions, and taking account of decisions about the the service licence framework in the next Charter.

BBC News channel and BBC Parliament

The review was completed in February 2012.









The review found that News Channel had growing reach and that audiences rated it highly and we found that increasing numbers of viewers valued BBC Parliament's coverage.




Actions	At a glance	Status
1. The BBC should make sure that audiences are made aware of BBC Parliament coverage at relevant points in other output.		Changes made to schedule and marketing.
2. The News Channel will no longer be required to co-present stories from the scene of international stories.		Commitment amended
3. The Executive should ensure that efficiency savings, the integration of the World Service and closer links with Global News ensure that audience expectations of high quality international news continue to be met.		Current performance remains strong in spite of cost savings. Progress will continue to be monitored through quarterly reporting
4. The Executive should protect the range and depth of the News Channel's output in order to maintain its quality and distinctiveness		Ongoing
5. Service licence to reflect the Executive's new approach to business coverage		Commitment amended

BBC Local Radio

The review was completed in May 2012.

The review found that BBC Local Radio was highly appreciated by its listeners and that it makes a strong contribution to the BBC's public purposes. The Trust considered proposals from the BBC Executive for the future of Local Radio. It concluded that Local Radio must continue to provide a distinctive local offer for listeners and to improve quality while reaching some new listeners and reducing its costs.

Actions	At a glance	Status
1. The Trust approved the revised proposals for the future strategy of Local Radio which ensure that it stays local for most of the time.		Approval given.
2. A new part-time opt out for West Dorset was approved in order to improve BBC provision in that county.		Approval given
3. BBC Local Radio should seek to improve its measurement of quality of individual stations.		Measure for each station was too expensive. Station editors finding ways to use listener feedback and considering ad hoc single station research. To be considered in second service review.
4. BBC Local Radio should ensure that all programming has a local focus and seeks to promote the public purposes.		Mid-morning output reviewed to ensure local focus and topicality; rolled out to all stations. More to be done in afternoons. To be considered in second service review.
5. We will amend the stated target audience in the service licence to include all those interested in local issues.		Completed.
6. BBC Local Radio should seek to reach a broad range of listeners over 50		Programming to appeal to BAME listeners over 50 rescheduled. Reach to BAME listeners increasing. New staff targets for diversity set.
7. Local stations should be able to opt out of the All England evening show in the event of local emergencies.		Approval given
8. BBC management should consider		'Hotseat' programme

how to meet audience appetite for programming on local politics and decision-making and seek more credit for current programming.		introduced to hold local decision makers to account. To be considered in second service review.
9. Service licence amended to clarify that localness is central.		Approval given
10. BBC management should develop a music policy that ensures Local Radio's distinctiveness within the BBC radio portfolio.		To be considered further in second service review.
11. BBC management should raise awareness of BBC Introducing and other programming that supports new talent.		Scheduling now consistent for BBC Introducing across LR stations – greater promotion from LR, R2 and social media presence increased.

BBC Asian Network

The review was completed in May 2012.

The review found that BBC Asian Network serves British Asians well with distinctive and valued music output and news and speech programming. The challenge for the service was to preserve its distinctiveness and continue to improve quality while reaching some new listeners and reducing costs.












Asian Network has undergone a period of substantive change in line with its new strategy agreed as part of the 2012 service review. It has increased reach since 2012 and appears to be distinctive and stronger editorially. However, it is too soon to assess with certainty the impact these changes will have on audiences in the longer term.

Actions	At a glance	Status
1. Asian Network will shorten and simplify its schedule.	↑	Schedule changed between Oct 2012 and Jan 2013.
2. Asian Network should continue with its 'friend of the family' strategy but retain a primary focus on British Asians under 35.	↑	Considered in second service review; BBC now aiming to sharpen editorial focus on its younger target audience
3. Asian Network should invest in providing Asian news stories to other BBC services	↑	Regular examples of news being provided to other BBC services.
4. Sport is no longer a stated key characteristic of Asian Network.	↑	Regular sports coverage removed in Oct 2012.
5. Asian Network should continue to provide strong documentary output with wide appeal.	↑	Schedule changes support this.
6. & 7. Asian Network's proposal to increase its overall proportion of music to 60% was approved. The mix of output should remain distinctive, especially in daytime.	↑ ↑	Changes to balance of speech to music, new, UK and South-Asian music made in Oct 2012. 50:50 balance of music and speech maintained in 2012/13.
8. Drama will no longer form part of Asian Network.	↑	Change made.
9. Asian Network will cut religious and devotional content but will continue to cover faith issues through other programming.	↑	Change made.

BBC Music Radio (Radio 1, 1Xtra, Radio 2, Radio 3, 6 Music and Asian Network)

The review was completed in March 2015.

The review found that the stations are viewed as high quality by audiences, deliver the requirements of their service licences and represent good value for money for licence fee payers. It found that the BBC is of critical importance to the music sector, and that the high level of support given by the six stations to new, UK and live music makes them distinct from the commercial sector.

Actions	At a glance	Status
1. BBC Radio should continue to develop its online offer.		Progress yet to be assessed
2. BBC Radio should engage on a regular basis with the UK music sector and commercial radio.		Progress yet to be assessed
3. Radio 1 should continue to focus on serving a young audience.		Progress yet to be assessed
4. The BBC should engage with the music industry to find a more appropriate way to define new music on BBC radio.		Progress yet to be assessed
5. We are changing Radio 1's live music commitments.		Service licence amended
6. Approving an increase in the number of documentaries co-commissioned and broadcast on both Radio 1 and 1Xtra.		Service licence amended
7. Radio 1 should find more ways to deliver a range of public purposes in daytime output.		Progress yet to be assessed
8. Radio 2 should address the disparity in reach among BAME listeners.		Progress yet to be assessed
9. Radio 3 should maximise its distinctiveness.		Progress yet to be assessed
10. We have approved a small reduction in drama on Radio 3.		Completed
11. We will introduce a quota for news and current affairs coverage on Asian Network.		Completed