



Information Policy & Compliance
bbc.co.uk/foi

Shadi Abu-Ayyash
Sent by email: request-61324-95b48c9e@whatdotheyknow.com

14th February 2011

Dear Mr Abu Ayyash,

Freedom of Information request – RFI20110152

Thank you for your request to the BBC of 27th January 2011 under the Freedom of Information Act 2000 (the Act) seeking the following information:

“1. On 16 July 2010 The BBC published a complaint that it received regarding the language used in Radio 4, AT 8AM On 2 March 2009. I quote the complaint as it is posted on BBC complaints webpage: “The introduction to an item in this bulletin (and the two preceding ones) said Israel's military operations in December and January, to try to halt Hamas rocket fire, destroyed homes, hospitals, schools and other infrastructure”. A listener wrote that, while he accepted the accuracy of the reference to homes and other infrastructure, he did not believe there were grounds for saying that schools and hospitals (in the plural) had been “destroyed””.
http://www.bbc.co.uk/complaints/ecu/2010/07/100716_ecu_radio4news_israelioperations.shtml Please send me a copy of this complaint together with the name of the organisation that sent it.

2. In, 8 February 2010 BBC received complaints regarding the programme “Generation Jihad” on BBC2. I quote from BBC Complaints webpage: “Two viewers complained that the programme was inaccurate in stating as a fact that Muhammed al-Durrah had been shot by the Israeli Defence Force. One added that the inclusion of footage of the incident would have an inflammatory effect on UK Muslims.”
http://www.bbc.co.uk/complaints/ecu/2010/08/100804_ecu_generationjihad.shtml I would like to know the names of any organization (s) that sent these complaints and have copies of the complaints.

3. Would you please provide me with complaints that The BBC received regarding its editorial and news coverage of the Middle East conflict and the Palestinian and Israeli related news from any of the following organizations:

- 1) Just Journalism
- 2) The Britain Israel Communications & Research Centre (BICOM)
- 3) Liberal Democrat friends of Israel
- 4) Labour Friends of Israel



INVESTOR IN PEOPLE

- 5) Northern Ireland Friends of Israel
- 6) Conservative Friends of Israel
- 7) Christian Friends of Israel (CFI)
- 8) Realite-EU
- 9) CIF Watch
- 10) Honest Reporting
- 11) Reuters Middle East Watch (RMEW)
- 12) Biased BBC
- 13) BBC Watch
- 14) The Zionist Federation of Great Britain and Ireland
- 15) The Academic Friends of Israel

4. Between January and March 2006 The BBC complaints homepage states that it handled over 32,000 editorial complaints. Some of these complaints had to do the Middle East conflict news coverage: "Political Bias: Some viewers and listeners felt that Middle East news coverage was biased: some felt that Israelis were favoured and others that the bias was in favour of Palestinians".

http://www.bbc.co.uk/complaints/text/summary_janmar2006.html I would like to know the name of any organization (s) that sent these complaints and to have copies of them."

The unique reference for your request is RFI20110152 and I now respond as follows:

The information you have requested is excluded from the Act because it is held for the purposes of 'journalism, art or literature.' The BBC is therefore not obliged to provide this information to you and will not be doing so on this occasion. Part VI of Schedule 1 to the Act provides that information held by the BBC and the other public service broadcasters is only covered by the Act if it is held for 'purposes other than those of journalism, art or literature'. The BBC is not required to supply information held for the purposes of creating the BBC's output or information that supports and is closely associated with these creative activities¹, including information relating to the subject of editorial complaints. The BBC's independence and impartiality would be at risk through disclosure of information on editorial complaints, which is discussed in detail below.

The BBC has chosen not to volunteer information relating to the subject of editorial complaints for several very good reasons, chief amongst them being a desire to maintain our independence and impartiality. In this particular case, the BBC is concerned to preserve the integrity of the independent review process for editorial complaints.

You may not be aware that one of the main policy drivers behind the limited application of the Act to public service broadcasters was to protect freedom of expression and the rights of the media under Article 10 European Convention on Human Rights. The BBC, as a media organisation, is under a duty to impart information and ideas on all matters of public interest and the importance of this function has been

¹ For more information about how the Act applies to the BBC please see the enclosure which follows this letter.

Please note that this guidance is not intended to be a comprehensive legal interpretation of how the Act applies to the BBC.

recognised by the European Court of Human Rights. Maintaining our editorial independence is a crucial factor in enabling the media to fulfil this function.

The Information Commissioner's Office has recognised the importance of Schedule 1 of the Act in protecting the independence of the media, stating that:

"It is the Commissioner's view that the ultimate purpose of the derogation (Schedule 1) is to protect journalistic, artistic and literary integrity by carving out a creative and journalistic space for programme makers to produce programmes free from the interference and scrutiny of the public."

The BBC agrees that we have the right to protect our journalistic and editorial independence by maintaining just such a private space in which to produce our content. This extends to the sifting and review of praise and criticism from audiences, as well as the seeking of an independent view of criticism in order to undertake this review process. This is an important part of the BBC's process of creating and improving programmes. Despite the BBC's obligation to be independent and impartial, many bodies, groups and individuals attempt to influence our output. This pressure takes many forms and has to be resisted by programme makers across the BBC.

If the content of individual criticisms were available for public scrutiny on a regular basis then programme makers would be under even greater pressure to respond to lobbies or vocal individuals than they are already. They might be reluctant to make changes that reflect the views in the complaints in that they could be accused of "caving in to pressure" and other viewers would make judgements about the apparent impartiality of the programme. Conversely, if their judgement was to ignore the complaints, as they believed them to be invalid or outweighed by other factors, they will be accused of ignoring public opinion, without the opportunity to explain the reasons for their editorial judgement. The BBC also believes that publication could lead to a tit-for-tat escalation of complaints, particularly from lobbying groups or political parties, as opponents competed with each other in terms of volume and strength of a complaint to the BBC.

I hope that this provides you with some understanding of why this is an important concern for the BBC.

Appeal Rights

The BBC does not offer an internal review when the information requested is not covered by the Act. If you disagree with our decision you can appeal to the Information Commissioner. Contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF telephone 01625 545 700. <http://www.ico.gov.uk>

Please note that should the Information Commissioner's Office decide that the Act does cover this information, exemptions under the Act might then apply.

Yours sincerely,

Colin Sellers,

Head of Operations, BBC Marketing & Audiences and Communications

Freedom of Information

From January 2005 the Freedom of Information (FOI) Act 2000 gives a general right of access to all types of recorded information held by public authorities. The Act also sets out exemptions from that right and places a number of obligations on public authorities. The term “public authority” is defined in the Act; it includes all public bodies and government departments in the UK. The BBC, Channel 4 and S4C are the only broadcasters covered by the Act.

Application to the BBC

The BBC has a long tradition of making information available and accessible. It seeks to be open and accountable and already provides the public with a great deal of information about its activities. BBC Information operates 24 hours a day, seven days a week handling telephone and written comments and queries, and the BBC’s website bbc.co.uk provides an extensive online information resource. It is important to bear this in mind when considering the Freedom of Information Act and how it applies to the BBC. The Act does not apply to the BBC in the way it does to most public authorities in one significant respect. It recognises the different position of the BBC (as well as Channel 4 and S4C) by saying that it covers information “held for purposes other than those of journalism, art or literature”. This means the Act does not apply to information held for the purposes of creating the BBC’s output (TV, radio, online etc), or information that supports and is closely associated with these creative activities.

A great deal of information within this category is currently available from the BBC and will continue to be so. If this is the type of information you are looking for, you can check whether it is available on the BBC’s website bbc.co.uk or contact BBC Information.

The Act does apply to all of the other information we hold about the management and running of the BBC.

The BBC

The BBC's aim is to enrich people's lives with great programmes and services that inform, educate and entertain. It broadcasts radio and television programmes on analogue and digital services in the UK. It delivers interactive services across the web, television and mobile devices. The BBC's online service is Europe's most widely visited content site. Across the world, the BBC broadcasts radio programmes in 32 languages on the BBC World Service and the 24 hour television service, BBC World News.

The BBC's remit as a public service broadcaster is defined in the BBC Charter and Agreement. It is the responsibility of the BBC Trust (the sovereign body within the BBC) to ensure that the organisation delivers against this remit by setting key objectives, approving strategy and policy, and monitoring and assessing performance. The Trustees also safeguard the BBC's independence and ensure the Corporation is accountable to its audiences and to Parliament.

Day-to-day operations are run by the Director-General and his senior management team, the Executive Board. All BBC output in the UK is funded by an annual Licence Fee. This is determined and regularly reviewed by Parliament. Each year, the BBC publishes an Annual Report & Accounts, and reports to Parliament on how it has delivered against its public service remit.