This service licence describes the most important characteristics of BBC Online and BBC Red Button, including how it contributes to the BBC’s public purposes. Service Licences are the core of the BBC’s governance system. They aim to provide certainty for audiences and stakeholders about what each BBC service should provide.

The Trust uses service licences as the basis for its performance assessment and as the basis for its consideration of any proposals for change to the UK public services from the BBC Executive. A service may not change in a way that breaches its service licence without Trust approval. The Trust presumes that any proposed change to a stated Key Characteristic of a licence will require it to undertake a Public Value Test. Should it decide not to carry out a Public Value Test before approving any such change, then it must publish its reasons in full.

Part I: Key characteristics of the service

1. Remit

The remit of BBC Online and Red Button (‘the Service’) is to promote the BBC’s public purposes, by providing innovative and distinctive online content and distinctive propositions and by supporting the BBC’s broadcast output. The Service should offer UK users greater choice and control over how they consume BBC content by providing live content and a range of recent broadcast output on-demand.

The Service should enable the BBC to develop a deeper relationship with licence fee payers and strengthen the BBC’s public accountability.

The Service should, at all times, balance the potential for creating public value against the risk of negative market impact.

2. Scope of the Licence

BBC Online should be continuously available and free at the point of use. It should aim to be accessible to all users of internet enabled platforms and devices.

It may comprise a wide range of propositions, including the following: text, images, graphics, clips or extracts from programmes, live and on-demand long-form audio and video content broadcast by BBC television and radio services, limited broadcast archive and some non-broadcast audio and video, interactive and downloadable applications and content.

BBC Red Button should be continuous, free at the point of use, delivered for general reception on all digital television platforms. Levels of access and functionality may vary between types of digital television platform. It should seek to provide

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1 Approvals covering on-demand audio and video are included in the final conclusions document of the On Demand Public Value Test. This can be found on the BBC Trust website. The Service Licence for each BBC TV and radio service sets out how its broadcast content can be distributed online.
consistency of its offer across different digital television platforms, as far as this is possible. It should act as an entry point to the BBC’s interactive and non-linear services.

3. Service budget

BBC Online and Red Button has a service budget of £187.3 million in 2016/17.

Any planned or actual change in annual expenditure on the service of more than 10% in real value requires approval from the BBC Trust and may entail variation of this Service Licence.

The budgets stated in the seven annexes to this Service Licence total £166.6 million for 2016/17. The remainder of the total Service Licence budget is allocated to central editorial activities (e.g. the Homepage), technologies which operate across the service and overheads.

4. Overview of aims and objectives

BBC Online and Red Button content should exhibit some or all of the following characteristics: high quality, original, challenging, innovative and engaging, and it should nurture UK talent. All parts of the Service should be distinctive, by meeting most or all of the values of creative and editorial ambition, high editorial standards, range and depth and being made for UK audiences.

The Service should inform, educate and entertain audiences while contributing to the promotion of the BBC’s public purposes.

Comprehensive provision of impartial, accurate and independent news and analysis should be at the heart of the Service. It should offer news and other content for the nations and regions of the UK.

The Service should be the main platform for the BBC’s formal learning provision for both children and adult learners. It should encourage internet adoption and digital media literacy through a range of offers.

The Service should enable on-demand access to some BBC television and radio programming. In addition to clips, it may provide a limited amount of long-form audio and video content from the BBC’s archives for formal and informal educational use, to set journalism and current affairs in context and to give audiences access to a sample of themed highlights from a range of BBC output.\(^2\) It may also offer external links to a wider range of BBC content, available on a commercial basis, and to content from other providers.

\(^2\) Any significant expansion of the scope of audio and video archive availability online requires the approval of the BBC Trust. Specific exceptions are permitted for Radio 3, Radio 4 and BBC Four to develop a permanent collection of on demand content.
The Service should be easy to use and accessible to all. It should ensure that the BBC’s content is easy to search and navigate and should be personalisable where appropriate, enabling users to find quickly what they are looking for and to discover other BBC content that is of value to them. In allowing users to personalise their use of the service, it should aim to ensure that their consumption is not narrowed unnecessarily. It should also encourage users to broaden the range of their media consumption by offering links to external websites and other functions which allow users to navigate beyond BBC Online.

The Service may host user-generated content, particularly material which helps contribute to the promotion of the public purposes by encouraging active audience involvement, including participation in online discussion of important issues. It should also allow licence payers to feedback their views to the BBC on programmes, services and strategy and seek to engage in open dialogue with users whenever possible. It should not sell user data, nor pass on user data to a third party without users’ explicit approval, unless obliged to under UK law.

The BBC’s online content may be syndicated to other providers in line with the BBC’s syndication policy. Content on the Service may be reversioned for specific Internet Protocol platforms and devices, such as mobile.

The Service should commission a minimum level of content and services from external suppliers. It should actively seek to form partnerships with external organisations, particularly where these can help to promote the BBC’s public purposes more effectively.
Part II: Contribution to public value

5. Contribution to the promotion of the BBC’s public purposes

5.1 Sustaining citizenship and civil society

The Service should make a very important contribution to this purpose amongst its users, primarily by providing comprehensive and constantly updated, accurate, impartial and independent news which aims to engage a broad audience in news and current affairs.

It should aim to encourage conversation and debate about news, current affairs and topical issues, both online and more broadly. It should offer specific resources which help to build users’ understanding of the UK’s political institutions and democratic processes.

The Service should offer a range of digital media literacy resources and initiatives which aim to enable audiences to access, understand and create different types of media. This may include support for new users and initiatives for specific groups of non-users and new users.

5.2 Promoting education and learning

The Service should make a very important contribution to this purpose amongst its users by offering something of educational value to people of all ages.

It should be the main platform for delivery of the BBC’s formal learning output for children and adult learners and for parents and teachers. It should seek to use the on-demand and personalisable characteristics of internet-enabled platforms to offer learning tailored to users’ needs.

It should also aim to stimulate informal learning across a range of subjects through distinctive propositions and by extending the BBC’s broadcast output for adults and children. Clear linking and navigation should encourage users to broaden their range of consumption of knowledge-building output. It should support the BBC’s learning and social action initiatives and campaigns.

5.3 Reflecting the UK’s nations, regions and communities

The Service should make a very important contribution to this purpose amongst its users by providing content for licence fee payers in the different nations and local communities across the UK. The core of the offering should be news, sports, weather and travel, alongside content in other areas which reflects the particular characteristics of each nation or locality and supports broader BBC initiatives, programmes and services.

It should offer provision in Welsh, Gaelic, Irish and Ulster Scots and other languages used by licence fee payers where appropriate. The BBC may build and support non-
geographic communities of users where these clearly support the BBC’s contribution to its public purposes.

5.4 Bringing the UK to the world and the world to the UK

The Service should make a very important contribution to this purpose amongst its users, by bringing the world to the UK via its broad and high quality coverage of international news and through other content which aims to enhance users’ awareness and understanding of international issues, life and culture.

While BBC Online can be accessed outside the UK and so help to bring the UK to the world, it should be aimed at UK licence fee payers.

5.5 Stimulating creativity and cultural excellence

The Service should make an important contribution to this purpose amongst its users by offering a range of distinctive and innovative content and by supporting the BBC’s broadcast output.

The Service should feature a range of cultural activities, including the arts and popular culture and sports, including coverage of minority sports. It should encourage participation in sporting and cultural activities, often by working in partnership with external organisations.

The Service should promote new forms of creativity and culture by innovating in the development of internet enabled and interactive propositions which exploit its unique characteristics. It should foster and nurture creative and technical talent and activity, including supporting innovation in the UK’s new media sector and by commissioning content and services from external suppliers. It should lead collaborative communities of professional innovators and engaged amateurs. It should support creativity amongst its users, by encouraging them to generate and share their own content.

**Conditions**
The Service should:
- Commission at least 25% (by value) of eligible content and services from external suppliers
- Aim to increase the volume of click-throughs to external sites from all parts of BBC Online year-on-year

5.6 Emerging communications

The BBC’s sixth public purpose is defined in the Charter as "in promoting its other purposes, helping to deliver to the public the benefit of emerging communications technologies and services and, in addition, taking a leading role in the switchover to digital television".

BBC Trust
The Service should contribute to the promotion of this purpose in a variety of ways including making its output available across a wide range of IP-enabled platforms and devices.

It should support the growth of digital platforms, including online, digital television and DAB radio, by hosting campaigns and permanent resources, which promote their benefits to licence fee payers.

It should work in partnership with external organisations to help to build public understanding and usage of new forms of content and distribution. All elements of the Service should play some part in working to this purpose.
6. Annexes and further parts to this Licence

6.1 Part III - description of main editorial areas of BBC Online and Red Button

The third part of this licence contains a description of the scope of activities of each of the main editorial areas within the Service.

Due to linking and convergence between editorial areas, each area of the Service, as described in its annex, may draw on output from a number of different production sources. However, for clarity budgets have not been duplicated between annexes.

The description of iPlayer in the annex is designated as part of the key characteristics of BBC Online. Descriptions of other editorial areas are not designated as such and may be amended with the approval of the Trust but without automatic consideration by the Trust of the need for a Public Value Test.

6.2 Annex I – Performance assessment

The performance of the Service will be assessed by the Trust using the framework described in Annex I. The Service’s compliance with any Conditions, as described in section 5, will also be measured on an annual basis and reported in the Annual Report and Accounts.

The BBC Trust will expect BBC Online and Red Button to comply with the commitments described in this Service Licence. The BBC Trust will monitor compliance with these commitments retrospectively as part of its periodic service reviews and/or on an exceptional basis if there is evidence or allegation of non-compliance.

7. Operation of this licence by the BBC Trust

For details of how the BBC Trust operates this Service Licence, please see the Trust’s protocol C1 on UK public services. This is available from www.bbc.co.uk/bbctrust or upon request from the BBC Trust Unit.
PART III: Scope of activities and budgets for main parts of BBC Online and Red Button

BBC Online and Red Button – radio and music

Scope of activities

The Service’s radio and music offer should promote the BBC’s public purposes to a wide range of audiences, through the provision of innovative and distinctive online propositions across genres, and by supporting the BBC’s broadcast radio and music output (across both radio and television).

The Service should support each radio station and aggregate and complement content from across different BBC radio services, programmes and other sources, around themes such as musical genres or artists.

The Service should offer linear and on-demand radio programmes in line with the scope set out in part I of this licence and the Service Licences for each radio station. It may allow users retrospectively or prospectively via pre-booking to download multiple episodes of on-demand audio content (known as ‘series stacking’).

It may also offer broadcast radio content for download for an unlimited period of time after broadcast, although this must not include unabridged readings of published works nor full track commercial music nor classical music (even if recorded by the BBC).³

Radio and music online should reflect the principles underlying the BBC’s overall music policy through propositions which exploit the unique characteristics of the internet and by focussing on new, UK and live music in its offer of news, reviews and other information. It should cover a broad range of musical genres, both mainstream and niche.

Budget

The budget of BBC Online and Red Button radio & music is £14.2 million in 2016/17.

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³ Download of classical music, in the form of incidental music or signature tunes is permitted.
BBC Online and Red Button – knowledge and learning

Scope of activities

The Service should be the BBC’s main platform for formal learning output. It should offer content that creates educational value for children, parents, teachers and adult learners across the UK.

The BBC’s online formal learning resources should be developed in close collaboration with external partners, including curriculum bodies, academics and teachers.

The Service should provide formal learning resources aimed primarily at children. These may cover a broad range of subjects and skills and should include a proposition to support school children with revision and recap. There should also be resources to support parents and teachers, including those which make use of archive broadcast content. It should include formal learning output in support of each of the devolved nations’ own educational curricula.

Formal learning for adults should focus primarily on essential skills, such as literacy and numeracy, languages and the encouragement of digital media and internet literacy.

The Service should provide innovative and distinctive online content in knowledge-building genres, through distinctive propositions by supporting the range of the BBC’s broadcast services. It should sometimes partner with external bodies in these areas.

It should offer a broad range of knowledge-building content, with a focus on specialist factual areas such as science, natural history and the arts, as well as some leisure interests (which should be strongly linked to the BBC’s public purposes). The Service should reflect contemporary life and the different interests in each of the devolved nations.

Budget

The budget of BBC Online and Red Button knowledge and learning is £19.5 million in 2016/17.
BBC Online and Red Button – iPlayer & TV

Key characteristics

1. Remit

BBC iPlayer and TV should allow viewers to catch-up with BBC broadcast television programmes, it should provide live streams of BBC broadcast television, premiere some broadcast television programmes and offer some non-broadcast content and some content from third parties.

All content should promote the BBC's public purposes, be innovative and distinctive and aimed at UK audiences. BBC iPlayer and TV should also aim to increase the audience to niche and specialist broadcast content and help maintain the perceived relevance of the BBC to licence payers as their patterns of media consumption change.

2. Scope of activities

BBC iPlayer and TV should be continuously available and free at the point of use. It should aim to be accessible to all users of internet-enabled platforms and devices.

BBC iPlayer and TV content may be syndicated to third-party platforms in line with the on-demand syndication policy. Content may also be repurposed for specific IP platforms and devices, such as mobile.

BBC iPlayer may simulcast BBC broadcast television services over the internet and offer BBC broadcast television and radio content for 30 days after it has been broadcast (both streamed and for download). It may also premiere some BBC television programmes for children and adults and offer some non-broadcast content and selected content from third parties.4

3. Budget

BBC iPlayer and TV has a budget of £14.6 million in 2016/17.

4. Overview of aims and objectives

BBC iPlayer should exhibit some or all of the following characteristics: high quality, original, challenging, innovative and engaging.

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4 Only content of not-for-profit cultural and arts organisations is permitted. All third-party content must be selected by reference to objective criteria.
Its content should be distinctive, in terms of creative and editorial ambition, with high editorial standards, range and depth and being made for UK audiences.

BBC iPlayer should enable licence fee payers to access BBC programming quickly, easily and in a high quality format. It should aim to promote a range of content, including that which is of niche interest, and help the BBC increase the reach of these programmes. It should seek to achieve this in a variety of ways including search, navigation, recommendation functions, and promotional activities.

BBC iPlayer should incorporate functions that ensure children are protected from unsuitable content and it should provide adequate access for those with sensory, cognitive or physical impairments within a reasonable timescale.

BBC iPlayer should enable users to search for and access a wider range of BBC content available from other providers on a commercial basis and, via external links, content from other providers.

It may offer access to programming from S4C and it may also include a small selection of editorially suitable content commissioned by other third parties.\(^5\)

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\(^5\) Not-for-profit cultural and arts organizations, which can support the delivery of the public purposes. All third-party content must be selected by reference to objective criteria.
BBC Three

Key characteristics

1. Remit

BBC Three should offer a range of innovative and distinctive content created especially for 16-34 year olds in the UK, including long and short form video\(^6\) and propositions that encourage engagement. BBC Three should aim to inform, educate and entertain its audience with a mix of daily news, factual content, current affairs, scripted comedy, entertainment and drama.

BBC Three online should offer long and short form video and other interactive propositions. Output should include originated BBC content and catch-up and archive. The service may acquire a small amount of long-form content but should focus on output that is created for UK audiences.

2. Scope of activities

As well as being available on BBC Online and BBC iPlayer, all long-form BBC Three content should also be broadcast on BBC One or BBC Two for reasons of accessibility. BBC Three may also promote its output and make it available on third-party platforms including video sharing and social media sites, subject to the terms of the on-demand syndication policy.

3. Budget

BBC Three has a budget of £34.2 million in 2016/17.

4. Overview of aims and objectives

BBC Three output should exhibit some or all of the following characteristics: high quality, original, challenging, innovative and engaging, and it should nurture UK talent. BBC Three should deliver its remit by producing a high proportion of original UK produced content across a range of genres, and by taking creative risks and experimenting with new talent and new ideas. Output should include news, current affairs, drama, entertainment, and a range of factual, knowledge-building programmes and content.

All content should take a distinctive approach designed to engage younger audiences. Within its defined scope, the service should stimulate, support and reflect the diversity of the UK.

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\(^6\) Long-form content refers to full-length programmes or episodes, typically filling broadcast slots of 30 minutes or more in duration.
BBC Three should encourage innovation within the BBC by experimenting with new digital technologies and interactive capabilities. It should exploit digital platforms such as the internet, mobile devices and interactive TV, making a significant investment in exploring new forms of content and in giving its audiences more control over how, when and where they access and interact with the content.

**Contribution to BBC public purposes**

4. **Conditions**

- At least 70% of all content investment should be made in long-form programmes. These should all be broadcast on BBC One or Two.

4.1 **Stimulating creativity and cultural excellence**

BBC Three should offer a range of content, including drama, comedy and entertainment, which supports this public purpose. Output should include scripted programmes and other forms of content. The service should also regularly support new UK talent on and off-screen.

4.2 **Promoting education and learning**

BBC Three should make a strong contribution to this purpose. In particular it should aim to bring younger audiences to knowledge-building factual content (both long and short form) by tackling relevant topics in ways that feel different, original and interesting.

It should play an important role in finding new ways to attract its target audience to subjects such as science, health, business, religion and ethics and should look to participate in social action campaigns that are relevant for its audience and offer comprehensive support for knowledge-building content as appropriate.

4.3 **Sustaining citizenship and civil society**

BBC Three should offer a daily news service aimed at its young target audience and covering a range of topics in a range of formats. While adhering to the BBC values of impartiality, accuracy and independence, news should be presented in a way that engages younger audiences. Output should reflect life in the UK, often looking to uncover hidden or less well-known aspects of contemporary society. Current affairs should cover such topics as international and UK events, investigative programmes, documentaries and discussion. BBC Three online should not shy away from causing debate and controversy, within the framework of impartiality, accuracy and independence.
Conditions

- The service should offer at least 25% of its new long-form hours as factual content (including current affairs) each year, excluding acquisitions.

4.4 Reflecting the UK’s nations, regions and communities

The service should aim to reflect the needs and lives of its young audience across the nations, regions and different communities of the UK in all of its output.

4.5 Bringing the UK to the world and the world to the UK

BBC Three should play its part in supporting this purpose, primarily by bringing the world to the UK across a range of genres, particularly through its news, current affairs and factual programming.

4.6 Emerging communications

This public purpose is defined in the Charter as "promoting its other purposes, helping to deliver to the public the benefit of emerging communications technologies and services".

Within the remit and scope set out in this licence, BBC Three should be at the forefront of the BBC’s use of new technologies as ways to engage and interact with its audience.
BBC Online and Red Button – Children’s

Scope of activities

The Service should reflect and extend the BBC’s broadcast offer for children with an emphasis on high quality, UK-originated content that encourages informal learning, creativity and safer use of the internet. In so doing it should also seek to promote media literacy. It should seek to deliver the BBC’s public purposes to children in a variety of ways including offering some propositions originated specifically for the internet.

Provision for primary school-age children should be stimulating and trusted amongst users, and make a strong contribution to the delivery of the BBC’s public purposes. Where appropriate it should seek to complement and link to formal learning provision for this age group. It should reflect both entertainment and knowledge-building genres, introduce children to news, and encourage them to participate and create.

Content for pre-school children should cover a range of public purposes and genres with a focus on the English early learning goals. Material for parents and carers should enable them to learn more about childcare and early learning.

The Service should allow children aged 6 - 12 to access content on-demand in a child-friendly environment and should present on-demand content for children under 6 as a shared experience operated by parents or carers.

The Service may also offer propositions aimed specifically at older children and teenagers, including entertainment and provision of advice on topics relevant to teens and young adults.

Budget

The budget of BBC Online and Red Button Children’s is £13.0 million in 2016/17.
BBC Online and Red Button – News, Travel & Weather

Scope of activities

The Service should provide a comprehensive service of impartial, accurate and independent news and analysis covering UK and international news and news from the UK’s nations and local areas. Key news events should be set in context and it should cover some specialist subject areas and provide guides to key issues of the day. Blogs and other approaches should be used to deepen users’ insight into important news topics.

It should complement the BBC’s broadcast news coverage across all subject areas, and reflect and extend the BBC’s main news and current affairs programmes online. There should be news output aimed specifically at primary school-age children, hosted on the children’s website.

News coverage in each of the devolved nations should include coverage of political institutions, and reflect the different cultural events and interests of each nation.

BBC Online may have sites for 53 local areas across the UK which in England are linked to BBC local radio services and may aggregate content from these sites to ensure greater local relevance to users. These should cover news, weather and travel and may include some local interests, such as sport, heritage and events.

Nations and local sites should aim to work effectively with other providers of local information, sourcing or sharing content and providing clear links from each BBC site to other local media and information providers.

The Service should provide travel news and weather data and forecasts, enabling users to tailor the information by locality across the UK.

The Service should encourage active involvement of the audience by encouraging online discussion of important issues and enabling users to submit news-related text and video, while ensuring that this meets the BBC’s high editorial standards.

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7 BBC Online offers local sites for: Beds, Herts & Bucks; Berkshire; Birmingham & Black Country; Bristol; Cambridgeshire; Cornwall; Coventry & Warwickshire; Cumbria; Derby; Devon; Dorset; Edinburgh & East of Scotland; Essex; Glasgow & West of Scotland; Gloucestershire; Guernsey; Hampshire & Isle of Wight; Hereford and Worcester; Highlands & Islands; Humberside; Isle of Man; Jersey; Kent; Lancashire; Leeds & Bradford; Leicester; Lincolnshire; Liverpool; London; Manchester; Mid Wales; Norfolk; North East Scotland; North East Wales; North West Wales; Northampton; Nottingham; Oxford; Sheffield & South Yorkshire; Shropshire; Somerset; South East Wales; South Scotland; South West Wales; Stoke & Staffordshire; Suffolk; Surrey; Sussex; Tayside & Central Scotland; Tees; Tyne & Wear; Wiltshire; York & North Yorkshire.
Budget

The budget of BBC Online and Red Button news, travel and weather is £53.1 million in 2016/17.
BBC Online and Red Button – Sport

Scope of activities

The Service’s sports output should provide distinctive propositions and reflect and extend the breadth and depth of the BBC’s broadcast sports coverage. It should offer sports journalism, event coverage, fixture results and a range of other information.

The Service should offer dedicated coverage of sport in Scotland, Wales and Northern Ireland and at local level in some areas, reflecting the different sports events and interests across the UK.

As well as its coverage of major sports and events, the BBC’s online sports output should cover minority interest sports which are less likely to have broadcast coverage or be covered by other providers.

Budget

The budget of BBC Online and Red Button sport is £18.0 million in 2016/17.
Annex I: Performance measurement framework

The BBC Trust has the function of assessing the performance of the Executive Board in delivering the BBC’s services and activities and holding the Executive Board to account for its performance. It uses the framework described below as the basis for its assessment of BBC Online and Red Button.

The framework uses a range of metrics based around the four drivers of public value:

- Quality
- Reach
- Impact
- Value for money.

The Trust can amend this framework without this constituting formal variation to this Service Licence.

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8 Charter, article 24 (c)