Development of a BBC Diversity Strategy
Summary of Responses to Public and Staff Consultations

31st January 2011
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5. WORKING FOR THE BBC

5.1 Question 1: I feel our recruitment and selection process is fair.

5.2 Question 2: I feel I have the same access to learning and development opportunities as any other colleagues.

5.3 Question 3: I am confident that incidents of bullying or harassment are taken seriously and handled in line with BBC policy.

5.4 Question 4: I can work flexibly if I need to.

5.5 Question 5: The BBC provides an accessible and inclusive workplace for disabled staff whatever their impairment.

5.6 Question 6: Have you witnessed or personally experienced any behaviour which you felt was discriminatory in any way in the last 12 months?

5.7 Question 7: If so, on what basis did the discriminatory behaviour take place i.e., race, sexual orientation, disability, age, those belonging to a particular religion, gender and can you share what happened?

5.8 Question 8: What do you think is the most pressing equality and diversity issue the BBC should address as an employer?

6. OTHER
6.1 Question 1: Do you think there is anything missing in our plans?

6.2 Question 2: Is there anything else you want to tell us in relation to equality and diversity?

APPENDIX A: PROFILE OF RESPONDENTS

PUBLIC CONSULTATION

STAFF CONSULTATION
1. INTRODUCTION

1.1 Background to the consultation

The BBC wants to make the best programmes that offer something to everyone and that reflect the diversity and reality of different people’s lives. Thinking about, including, and reflecting diversity helps the BBC to tell the most original and compelling stories. Whenever the BBC develops new services or channels, it will make sure that everyone is able to access and enjoy them. To help the BBC achieve these aims, it believes it needs a workforce that is as diverse as modern Britain. Therefore the BBC has developed a diversity strategy which sets out what it wants to do to achieve this, as well as how it plans to do it.

In addition to commissioning audience research to gain an understanding of what the public and BBC staff think about its proposed diversity strategy, the BBC launched both public and staff consultations to enable feedback from any individuals who may have specific views in this area.

The consultation was open from 10 November 2010 to 7 January 2011. This report provides an overview of the responses and summarises the key themes expressed by the public and BBC staff respondents.

1.2 About this report

This report has been prepared by Public Knowledge, an independent research company, on behalf of the BBC as an input to the development of its diversity strategy.

The report summarises responses from the general public and members of staff from the BBC. There were 4,195 responses to the online public consultation and 287 responses to the staff consultation. The public consultation comprised 13 questions while the internal BBC staff version comprised these questions plus an additional 8 questions specifically related to recruitment and employment practices at the BBC.

Responses represent the views of those who have specifically chosen to take part in the consultations and may not be representative of the public and BBC staff populations as a whole. Illustrative comments are included throughout the report as written by the respondent. Profiles of those responding to both public and staff consultations are supplied at Appendix A.
2. EXECUTIVE SUMMARY

2.1 Expectations of the BBC’s Diversity Strategy

There were a number of broad themes highlighted throughout the consultation responses in terms of what the BBC’s diversity strategy should consider:

Responsibility

A key theme throughout the consultation is that as a publicly-funded organisation the BBC has a responsibility to ensure it provides something for everyone and that, whilst not actually setting an equality agenda, it should lead by example. This includes ensuring that all audiences are fairly represented and that all broadcasting is seen to be impartial and objective. It is also important to respondents that recruitment processes are fair and that all parts of the population are treated equally.

Authenticity

The majority of respondents would like to see the BBC providing a true reflection of what British society is today. There is an expectation that the BBC should be realistic and accurate in its representation and portrayal of different types of people and should avoid stereotypes. It is also important to respondents that the BBC should not over-represent particular groups in a bid to seem inclusive, as this would not be an authentic, true reflection of the population. Respondents also noted that the BBC must be careful not to over-represent London or the South-East in its programming since the profile of the audience in these areas can be different to the rest of the country.

Quality

Respondents emphasised that the focus of the BBC should be to strive to produce quality content for all licence fee payers. Concerns were raised as part of the consultation that the inclusion of different types of people should be as a consequence of producing quality programming rather than being an aim in itself. Respondents indicated that it was important that creativity should not be compromised in order to ensure a diverse cast in programming. Likewise some commented on the importance of employing the best candidates rather than potentially discriminating in favour of certain parts of the population.

Accountability

Respondents to both the public and staff consultations queried the accountability of the implementation of the strategy and how it would be possible to assess whether the objectives were being achieved. Respondents to the staff consultation also mentioned the need for a broad commitment across the organisation in order to succeed in meeting the six equality objectives. In addition, staff respondents stated the need for concrete plans to be put in place for it to be achievable.
2.2 Current perceptions of the BBC in relation to equality and diversity

Respondents acknowledged the difficulties in this area and that to be truly ‘equal’ is perhaps an aspiration. Many recognised that the BBC does go some way to reflecting British society accurately and are happy with their current programming.

**Good selection of programmes showing diverse audiences**

Respondents commented that there is a broad selection of programmes available and that specific programmes (*EastEnders* for example) do include a wide range of people in their cast. Characters are seen as complex and not simply tokenistic, sensitively showing storylines about different parts of the population.

**Good range of views**

Some respondents commented that they perceive the BBC to be inclusive and impartial showing all political viewpoints, even those that perhaps may be unpopular with large parts of the audience. Respondents mentioned several specific services as contributing to the inclusivity of the BBC including BBC One, BBC Three, Radio 1Xtra and Radio 4.

However, the majority of those who took part in the consultation commented that there are areas where the BBC should improve in order to fairly reflect British society.

**Perceived bias**

Some respondents commented that the BBC needs to be less biased in both its religious and political stance. In terms of religion, there were many who perceived the BBC to be anti-Christian and as such misrepresenting Christianity. Other respondents raised the same issue in terms of Muslims with responses suggesting that some BBC programming can be perceived as anti-Muslim or misunderstanding the religion. In terms of politics, many saw the BBC as being left-wing or liberal in its programming whilst there were some who indicated that they perceived the corporation as being biased towards the present Government.

**Risk of stereotyping**

The BBC was thought by many to show minority groups in a stereotypical way. This was particularly mentioned in respect of lesbian, gay, bisexual and
transgender (LGBT) people and also black or minority ethnic (BME) groups. Some commented that within soap operas characters are sometimes defined by their sexual orientation or ethnicity rather than being given full three-dimensional characterisation. Some also believed that the BBC sometimes represents poverty by using a regional accent – adding to the perception that there is too much stereotyping.

**Marginalising certain groups**

Some respondents commented that the BBC seems to marginalise certain types of people. Christians are specifically mentioned as being badly treated, with a suggestion that more minority religions are better represented despite Christianity being the most widely observed religion within Britain. Also some mentioned that disabled people are often marginalised and many felt that there are not enough older women on-screen, leading to perceptions that the BBC favours younger women as presenters.

**Tokenistic inclusion of certain groups of people**

A number of respondents stated that, whilst the BBC does include a wide range of different types of people, in some cases it can feel ‘forced’. They described this as ‘tokenistic’ or simply being done to ‘tick boxes’. It is important to respondents that the BBC truly reflects British society and that people are not simply on screen because they are part of a minority group. Respondents also disliked the notion that historical dramas can be made ‘unrealistic’ by the inclusion of black or Asian characters who would not necessarily have been associated with particular events in history. In addition, respondents would like to see presenters or actors being given roles based on talent or merit and not simply because they can perhaps fill a quota in terms of ethnicity or disability.

**Over-representation of minority groups**

A large number of respondents indicated that they believe the BBC over-represents minority groups and therefore does not give an authentic reflection of the UK population. Although respondents are aware that the BBC is keen to show a diverse society it seems that by doing so it is not succeeding in reflecting the reality of society. Respondents raised the point that the profile and experience of people in London and the South-East can be very different from the rest of the country. Therefore by reflecting society in London, the BBC can often misrepresent the nation as a whole. Some also commented that by focussing too much on minority groups the BBC fails to provide enough programming representing white, less well-off audiences.

**Under-representation of minority groups**

By contrast, a significant number of respondents also believe that the BBC under-represents some minority groups and can appear as too white and
'middle-class'. For some, there are too few ethnic minorities shown on screen as well as very few gay or lesbian characters.

*Putting quality first*

There were some concerns raised within responses to the consultation that focusing on diversity could detract from quality standards. For many, quality is far more important than fulfilling equality measures.

### 2.3 BBC Staff responses

In general BBC staff members responding to the consultation were more positive than the public and considered the BBC to be doing a reasonable job in respect of equality and diversity. For example, they generally agreed that the BBC includes a good range of people in its output and is generally impartial and inclusive. A few considered there to be areas that need improvement, though proportionately less than those responding to the public consultation. Perhaps unsurprisingly, the area where they indicated more concern than those responding to the public consultation is within employment at the BBC. In this respect they generally commented that the BBC could do more to ensure that a diverse range of people gain employment at the organisation. There was also a perception that there are too many ‘white’ and/or ‘middle class’ members of staff.

*Staff and Recruitment*

The key issue for staff was the composition of the staff at the BBC: it is felt by many to be very ‘white’ and middle class and not representative of the country as a whole. Respondents mentioned there are few disabled people employed and that there should be a more diverse range of people working at senior levels of the BBC. Staff also commented on the need to change recruitment processes in order to give a more diverse workforce across the BBC. They commented that the present recruitment process is not fair in that it favours people already working at the BBC, or those who know certain people, meaning that it is hard for different types of people to join the organisation.

### 3. BBC Diversity Strategy: Expectations and perceptions of the BBC on diversity

#### 3.1 Question 1: What are your expectations of the BBC in contributing to creating an equal society?
Respondents’ answers indicated their high expectations of the BBC in reflecting a realistic image of society rather than contributing to creating an equal society. Many respondents commented that the BBC should reflect what an equal society should be like and lead by example. A common theme raised was a need for the BBC to more accurately represent issues surrounding sexual orientation, disability, ethnicity, gender, religion and age without resorting to the use of stereotypes.

Staff responses generally reflected those provided by respondents to the public consultation. However, many staff respondents also make reference to fair recruitment within the organisation and leading by example.

**BBC should reflect diversity that exists in society**

Respondents indicated that they feel strongly that the BBC’s role is to reflect society in a representative way and not try to create an equal society. Many respondents, both staff and public, make general comments that it is outside of the BBC’s boundaries to be responsible for ‘creating’ or influencing society.

We need to reflect our audiences - they are a rich mix and our programmes should be the same. (ID 54, 45-54, Female, Staff)

To offer an equal representation of British Society, proportionate to the actual make up of British Society (ID 682, 45-54, Female, Public)

I don’t think it’s the BBC’s remit to "create" or influence change in our society. It can reflect but the notion of "creating an equal society" is outside of what the BBC should be seeking to do. It is not elected, not representative in a fair way, and not funded to perform such a role. (ID 40, 45-54, Female, Staff)

I expect the BBC to reflect proportionally the diversity of our society, without undue emphasis on any particular belief or activity. (ID 684, 55-64, Female, Public)

I expect the BBC to provide programming which reflects all sections of society in a fair and unbiased way. Also bearing in mind that programming also needs to reflect the ratio of different ethnic and religious groups of the UK in its programming content. (ID 4043, 65-74, Male, Public)

**Fair representation and stereotypes**

Connected to this issue of reflecting rather than creating society, other respondents were more specific about how the BBC should reflect society as
accurately, honestly and as representatively as possible. Respondents mentioned that the BBC should not over represent minority groups or resort to the use of stereotypes. In particular storylines including lesbian, gay and bisexual people or those from different ethnic groups, should not be about highlighting differences.

I would expect the BBC to accurately and fairly represent different points of views within society, while not obscuring what are the predominant views, by giving undue prominency to the views and perspectives of small minorities. (ID 1159, 25-34, Male, Public)

Although some of the soaps have tried to introduce "diversity" characters they always seem to be the stereo typical sort, the kind you read about in the Daily Mail.... not at all connected to people living those lives in the real world. (ID 14, 45-54, Female, Public)

Reporting even handedly and as truthfully as possible about different sectors, cultures and regions. Showing sensitivity towards oppressed groups, and awareness of sexism, racism, homophobia, xenophobia etc. (ID 1292, 25-34, Male, Public)

To deliver output that reflects all audiences authentically and in non-stereotypical ways (ID 57, Age and gender not given, Staff)

presenting programmes that portray all people as equal, not portraying minority groups as victims or paragons of virtue, trying to move away from stereotypical characters, portraying values as the important issue not colour, sexuality etc. (ID 585, 35-44, Female, Public)

**BBC should lead by example in areas of diversity and equality**

A smaller proportion of respondents commented that their expectation is that the BBC should take a leading role in contributing to creating an equal society. These respondents commented that because of its unparalleled position and funding through the licence fee, the BBC has a duty to be proactive, promoting and encouraging equality and diversity, as well as challenging prejudice and stereotypes. Responses included references to staff composition as well as the role of BBC programming.

The BBC has a huge responsibility in not just reflecting, but also encouraging a fair and equal society. Like it or not, the BBC is hugely influential and as such it should promote equality and challenge prejudice, however deep rooted it may be within established society. (ID 6, 35-44, Male, Public)

The BBC should contribute to creating an equal society. It is paid for by the license fee and should reflect the diversity of its audience. The BBC’s
privileged position as one of the most trusted media sources means the BBC has a responsibility to educate and sometimes challenge its audience. (ID 12, 16-24, Female, Staff)

As the leading broadcaster I would expect them to lead the way in creating programmes which reflect and encompass all aspects of our society. (ID 767, 25-34, Female, Public)

As a public funded broadcaster I think it has a responsibility to create positive role models for our multicultural society (ID 1773, Female, 25-34, Public)

Balanced presentation of minority groups in programming. Presenters from a diverse background. A move away from traditional broadcasters, who are male White middle class and Cambridge or Oxford educated. (ID 50, 35-44, Male, Public)

It is important that it is really implementing this policy. We are not talking about paying lip services or to have a few people from different ethnic background. We need to have personnel and executives working at BBC from different ethnic background, not only junior posts. We also need actors, anchor person and programs that cater for different ethnic background. It is also a common perception that there is cronyism at work in relation to recruitment. The recruitment of BBC should be more transparent. (ID 30, 45-54, Male, Public)

SUMMARY

The overall feeling from respondents is that it is not the role of the BBC to create, engineer or manipulate an equal society but rather to provide positive role models. The role of the BBC should be to accurately and honestly reflect, in an unbiased and non-stereotypical way, the diverse range of people and communities, their lifestyles and beliefs, through its programming and throughout the organisation. Each section of the community should be reflected as accurately and as fairly as possible and by the same token, minority groups should not be overrepresented.
3.2 Question 2: What is your perception of how well the BBC is currently doing in contributing to an equal society?

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<thead>
<tr>
<th>Perception</th>
<th>Public</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Very poor</td>
<td>1,265 (31%)</td>
<td>21 (8%)</td>
</tr>
<tr>
<td>2 – Poor</td>
<td>1,397 (34%)</td>
<td>69 (25%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>893 (22%)</td>
<td>89 (32%)</td>
</tr>
<tr>
<td>4 – Well</td>
<td>427 (10%)</td>
<td>84 (30%)</td>
</tr>
<tr>
<td>5 – Very well</td>
<td>124 (3%)</td>
<td>17 (6%)</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>4,106 (100%)</strong></td>
<td><strong>280 (100%)</strong></td>
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This question offered the respondent a list of options to indicate their perceptions before inviting them to expand further on their response. Responses to the public consultation were largely negative about how well the BBC is currently contributing to an equal society. Staff responses were more evenly distributed with fewer giving the response ‘very poor’ or ‘very well’.

Although there were some clear issues highlighted by respondents to the public consultation, a variety of themes were raised overall. Whilst acknowledging that there have been improvements in the BBC’s output in terms of contributing to an equal society many respondents believe there is still more to be done. A key theme in this area is that minority groups are seen to be either over- or under-represented by the BBC. Religion was raised throughout the consultation responses and here a key theme raised by a number of respondents was the concern that the views of Christians can be marginalised or misrepresented by BBC programming despite the heritage of the country. Criticisms were also raised about the BBC’s representation of other audience groups including lesbian, gay and bisexual people and people from BME backgrounds. Overall there was a general perception that many of these groups are stereotyped by the BBC.

Staff respondents, although generally more positive, still raised a variety of issues including lack of diversity within the organisation, on-air visibility of disabled people, people from BME backgrounds and older women both on and off-screen, as well as the perceived dominance of white and ‘middle class’ individuals at management level within the organisation.

**BBC successful at addressing diversity**

Some respondents focused on the diverse range of programmes that are produced and staff commented that the BBC makes genuine attempts to represent its diverse audience.
It’s the most diverse workforce I’ve ever had the pleasure of working with. I am myself disabled and do not find it a barrier to my career development in any way and feel comfortable to openly discuss it with colleagues and management. (ID 46, 25-34, Female, Staff).

The BBC, I feel, does put on programmes that would appeal to a large variety of people. It also highlights many different problems that people could be facing and so enables others to have a greater understanding of how others live and feel. (ID 1268, 55-64, Female, Public)

It is clear that the BBC tries hard to reflect the diversity of its audiences and has come a long way in trying to do that in a way that doesn’t fall into the trap of stereotyping. There is much more that can be done, including influencing the attitudes of its workforce. (ID 233, 45-54, Female, Staff)

**Disproportionate representations and stereotypes**

Although respondents feel the BBC is improving, many highlighted a range of minority audience groups they feel are disproportionately represented (either over or under represented) and/or stereotyped. These include LGBT people, BME groups, disabled people and religious groups. Other respondents raised more general concerns around stereotyping and ‘tokenistic’ representations of particular groups.

**General tokenism and stereotyping**

A small number of respondents made more general references to stereotyping, tokenism and potential neglect of minority groups mentioning a variety of audience groups within each individual statement.

Big improvements but still seem to be tokenistic in that there are still very few presenters that are not white and male and very few films or series built around people of ethnic backgrounds. Similarly people with handicaps are generally only represented on programs aimed at a specific audience and they are not given mainstream exposure. Gay couples are still shown to be different and not mainstream when most gay couples I know are normal folk in long term relationships living average to boring lifestyles. And for a country that has a plethora of religions including the original pagan religions I would have thought it would be preferable to either celebrate all religions or non at all rather than just focus on Christianity with songs of praise. (ID 98, 45-54, Female, Public)

I do feel that a lot more could be done. More women and people of black and ethnic origin would be better cast in major roles or visible positions. (ID 1619, 35-44, Female, Public)
I think the BBC generally caters for the mainstream, whilst also providing output which is of interest to smaller or more specialist interest groups. I think steps forward, for example employing more disabled people as presenters, more women presenting sport help to shift general public’s perceptions and challenge stereotypes. I do wish more older women we featured on the news- bring back Moira Stewart! (ID 910, 25-34, Female, Public)

Religion

A large number of respondents commented that different religions and faiths are not treated equally. For example many feel Christians are misrepresented by the BBC in comparison to those with other religious beliefs, while some comment that they feel Muslims are also not represented fairly.

Christians are rarely treated well. The BBC has admitted it would film a scene where a Bible was thrown away but would never do the same with a Koran. That is not fair. Normal average people are not promoted as such and minority groups are often over promoted and represented. The BBC appears to be anti-Tory and rarely mentions the successes of the current government in my opinion. (ID 192, 25-34, Male, Public)

As a Christian I find that the BBC’s representation of Christianity is mainly inaccurate, portraying incorrect, often derogatory stereotypes. It is also wholly disproportionate in representation of Christians and Christianity in programming i.e. not representing Christians fairly numerically. (ID 2281, 35-44, Male, Public)

The BBC doesn’t portray everybody in a fair light, the biggest example being the Muslim community and even Islam itself. The views aired on the BBC are always showing Islam and Muslims in a negative light. (ID 477, 25-34 Male, Public)

Just now I was reading instances where BBC news has used pictures of Muslim women in hijab to illustrate stories including the immigration cap, forced marriages. As a Muslim woman it’s frustrating when the easy option of pictures to accompany stories is taken rather than deep thought. (ID 491, 25-34 Female, Public)

LGBT people

A number of respondents commented that although the BBC is improving in terms of representing some groups equally, lesbian, gay, bisexual and transsexual people are neglected, misrepresented or stereotyped in particular.
There is very little attention on LGBT matters. (ID 438, 45-54, Male, Public)

The BBC has made a good effort to achieve this in my opinion, but there is more that could still be done. In particular the portrayal of the LGBT community. (ID 1969, 25-34, Female, Public)

I would like to see more positive reflection of the ‘ordinary’ lives of people who identify as lesbian, gay, bisexual and transgender. The ‘only gay in the village’ themes may make people laugh but can also result in negative stereotyping. Homophobia and transphobia continue to be major problems in schools and workplaces. (ID 2226, 55-64, Female, Public)

**BME groups**

With regard to ethnic groups, some staff commented on the perceived lack of ethnic minorities in senior roles within the BBC, whilst public respondents commented on the lack of ethnic minorities on-screen or misrepresentation of BME groups.

The BBC still under represents BMEs, on and off screen. In Birmingham where I work there are very few minorities, and those that are there, are in lower positions. (ID 183, 45-54, Male, Staff)

very poor representation of black lives, low aspirations , problematic (east enders) Weak story boards/lines not reflective of reality (ID 711, 35-44, no gender given, Public)

Overwhelmingly the programmes whilst being very educative and entertaining are mainly white middle class English and Scottish. Apart from news I cannot think of any entertainment host or presenter being from Black or Asian background. I cannot think of a major star in a sitcom or drama series or comedy being of Asian or Black origin. Since the Kumars and Lenny Henry many years ago there has been no one. (ID 1645, 35-44, Male, Public)

**Over-representation of minority groups**

A significant group of respondents also commented that there is over-representation of minority groups generally.

There seem to be programmes to represent most points of view, though there are a disproportionate number expressing the views of minorities of all sorts. (ID 1018, 45-54, Male, Public)

Minority groups are portrayed in many programmes as the norm where this is far from the truth. (ID 1295, 45-54, Female, Public)
SUMMARY

Whilst some respondents focus on the diverse range of programmes produced, many respondents feel the BBC could do more to contribute to an equal society. The public raise a number of areas where this could be improved. In particular respondents feel that some groups are marginalised, especially Christians, although there is also reference to other religious groups, LGBT people, ethnic groups, women and disabled people. However for some, minority groups are felt to be over-represented.

3.3 Question 3: How well do you think the BBC portrays different people in society on TV, on radio and online? (for example, but not limited to, a range of different ages, people of different ethnicities, disabled people, those who are less well-off as well as those who are more well-off.)

<table>
<thead>
<tr>
<th>Perception</th>
<th>Public</th>
<th>Staff</th>
</tr>
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<tbody>
<tr>
<td>1 – Very poor</td>
<td>915 (23%)</td>
<td>21 (8%)</td>
</tr>
<tr>
<td>2 – Poor</td>
<td>1,304 (32%)</td>
<td>57 (21%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>1,066 (26%)</td>
<td>93 (34%)</td>
</tr>
<tr>
<td>4 – Well</td>
<td>622 (15%)</td>
<td>86 (31%)</td>
</tr>
<tr>
<td>5 – Very well</td>
<td>141 (3%)</td>
<td>17 (6%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4,048 (100%)</strong></td>
<td><strong>274 (100%)</strong></td>
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This question offered the respondent a list of options to indicate their perceptions of the BBC’s portrayal of different audiences before inviting them to expand further on their response. The majority of respondents to the public consultation were either neutral or negative in terms of how well they thought the BBC portrays different people in society.

Again a large variety of responses were given by respondents covering a range of issues. Although a small number of respondents made generally positive comments that the BBC is good at portraying a range of different people, many respondents commented that the BBC is not good at portraying different people in society. The public commented that there is much stereotyping (in particular of LGBT people, ethnic minorities and Christians). Other groups, such as older women, are felt to be marginalised and respondents highlighted the perceived lack of disabled presenters and characters. As with responses to the previous question, a significant number of respondents also commented that they feel Christians or Muslims are marginalised or misrepresented. A
proportion of the sample also reported that they feel there is too much concentration on minority groups (specifically LGBT people and ethnic minorities) at the expense of the majority.

Staff respondents again were generally more positive, highlighting some of the difficulties with showing a range of people, but they also emphasised that there is still room for improvement, with too much stereotyping and the need to increase the diversity of staff within the organisation.

**Disproportionate representations and stereotypes**

Again, general themes arising from respondent answers included disproportionate representations of particular groups (including over- and under-representations, tokenistic inclusions or box-ticking) and stereotyping. The majority of respondents referred directly to religious groups (particularly Christians), LGBT people, white middle class bias and BME groups, however smaller groups also highlighted the under-representation of older people (particularly women) and disabled people.

**Religion**

Seldom do we find a Christian portrayed in drama, and when we do, it is usually a ‘weak’ person or a ‘bigot’. The BBC could do much more in portraying good and balanced Christian actively participating in their society. (ID 787, 65-74, Male, Public)

In BBC drama Christians are either not represented at all, or if they are ... they tend to be depicted as dogmatic and unsympathetic people, or as weak and washy and woolly, or as old and aged. (ID 996, 35-44, Male, Public)

**LGBT people**

I think to a degree diversity is represented but sadly in a very restricted manner. It appears as if shows that address diversity put it very much in a box. For example "Lip Service" is a fantastic show about homosexual women. So although diverse sexuality is being represented, it is restricted to one particular show rather than integrated (as society is). It seems, potentially, an exercise in box ticking! (ID 168, 16-24, Female, Public)

Whilst I feel the BBC is trying to portray different people in a more positive light I find that it still relies on stereotypes rather than doing any sort of research. A good example would be the current BBC3 drama ‘Lip Service’. I realise that this is a drama programme - and that sex sells a programme - but it gives a very flawed view of lesbians in mainstream
society and, in my view, panders to the male ideal of how a lesbian should look and behave. (ID 16, 45-54, Female, Public)

I feel there is a wide range of people presented, but that these people are often just treated in a stereotyped way, i.e., the working class people are ignorant scumbags, gay men get killed off (c.f. Ianto Jones in Torchwood), bisexuality hardly exists or where it does they’re slutty, disabled people are shining special heroes who ‘overcome’ their disabilities, upper class people are snobbish and rude, etc. (ID 96, 25-34, Female, Public).

**White middle class**

I still see the BBC as a white, middle class institution- as evidenced for example by most of it Situation Comedies-ie My Family, Miranda etc, comedy shows ie QI (ID 1254, 45-54, Female, Public)

I think it’s a case of all-or-nothing! On Children’s TV it sometimes looks like we live in a minority white country as so many actors/presenters on certain shows are non-white. In other areas - News and current affairs, arts and culture it is the other way round. As for less well-off - well come off it!! (ID 40, 45-54, Female, Staff)

As stated previously I feel white people are under-represented - on CBBebies why are their so few white presenters - as the population of the UK is 90% white this should mean 9 in 10 presenters are white but this is not the case - I consider this to be unintentional racism. (ID 1612, 25-34, no gender given, Public)

**Age**

I think the BBC is not bad on reflecting a range of ethnic groups but is very bad on representing people with disabilities and older women on air. I would like to see and hear more women over 50 on air. (ID 30, 25-34, Female, Staff)

Age: I’m not convinced that the number of older people appearing on the BBC is entirely representative of an ageing population. (ID 1858, 35-44, Male, Public)

Portrayal of people of different races and sexuality has improved, but organisation is inherently ageist in its treatment of older people. (ID 157, 45-54, Male, Public)

**Minorities**

Portrayal of minorities is still piecemeal... There seems to be an attempt to tackle diversity, but a lot of content is still centred on a heterosexual,
cisgender, white, male, Christian audience and often supports the prejudices of this audience. (ID 116, 35-44, Female, Public)

There is far too much attention paid to minority groups, whilst the traditional mainstream religion of this country is neglected. (ID 143, 65-74, Female, Public)

Ridiculously exaggerated portrayal of minorities. (ID 171, 55-64, Male, Public)

*Disabled people*

There is still a visible lack of representation of disabled people, from on-screen talent to dramatic roles. (ID 173, 35-44, Female, Public)

The very young and the elderly and disabled are, in my opinion, largely absent from the portrayal of individuals in society, stereo-typical portrayal being the norm. (ID 3686, 35-44, Male, Public)

*General tokenism*

The BBC is so obsessed by box-ticking and ensuring we have a requisite number of ‘diverse’ characters and presenters, that it is still far from true representation, where all groups are represented without having to have a big arrow over their heads saying ‘token gay guy’ or ‘token black woman’. (ID 107, 35-44, Male, Public)

Although the BBC has gone some way to improving diversity in terms of portrayal in dramas etc, it is nowhere near enough and still feels tokenistic. (ID 3, 35-44, Female, Staff)

*Successful in portraying different people*

A smaller proportion of respondents mentioned the BBC’s general success in portraying different people in society and highlighted particular programmes, such as EastEnders, that are successful at showing a diverse range of people.

I think that there is a good representation of people from all walks of life especially in children’s programmes such as Mr Tumble and Teletubbies (ID 4105, 75-84, Male, Public)

The BBC does try to portray a good cross section of society, and that is good. Probably in approximately the correct percentage. (ID 4211, 65-74, Female, Public)

There is a good range of programmes covering all the social strata and ethnic minority and disabled people are not overlooked. (ID 764, 75-84, Male, Public)
I think the BBC does make a good effort to reflect diversity in programmes (ID 46, 25-34, Female, Staff)

SUMMARY

Again respondents highlight a variety of areas where they feel the BBC is not portraying different people as successfully as it could or should. Many respondents mention general stereotyping and some the stereotyping of particular groups. Respondents feel that older women and disabled people are marginalised, whilst a large number feel that Christians are stereotyped and/or misrepresented. Respondents also comment that the BBC is too concerned with portraying a variety of different people which often feels tokenistic and leads to over-representation of particular groups. A smaller number give generally positive comments with regard to the portrayal of different people, although many of these admit that there is still room for improvement.

3.4 Question 4: To what extent do you agree or disagree that the BBC is a fair and inclusive organisation?

<table>
<thead>
<tr>
<th>Perception</th>
<th>Public</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
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<td>1,149 (28%)</td>
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<td>2 – Disagree</td>
<td>1,186 (29%)</td>
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<tr>
<td>3 – Neutral</td>
<td>1,081 (27%)</td>
<td>89 (32%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>469 (12%)</td>
<td>79 (28%)</td>
</tr>
<tr>
<td>5 – Strongly agree</td>
<td>162 (4%)</td>
<td>24 (9%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4,047 (100%)</strong></td>
<td><strong>278 (100%)</strong></td>
</tr>
</tbody>
</table>

This question offered the respondents the option to indicate how fair and inclusive they believe the BBC to be as an organisation before inviting them to expand further on their response. In general, public respondents were more negative but staff scaled responses were more evenly distributed between ‘disagree’, ‘neutral’ and ‘agree’. There were a significant number of neutral responses to the public consultation on this question. These responses tend to be because respondents felt they did not have enough knowledge of the organisation, (particularly as an employer) to comment on whether it is fair and inclusive or not. A smaller proportion of respondents to the public consultation gave more positive comments, providing generally positive statements or emphasising that the BBC appears to be fair and inclusive compared to other broadcasters and has a variety of presenters.
Respondent comments again covered a number of issues and a range of audience groups. Many respondents commented that the BBC has clear biases for particular groups including anti-Christian and Muslim, pro-leftist and liberal or pro-Coalition. Others made particular reference to the internal composition of the BBC, and staff in particular commented that there is a bias towards employing white, middle class, liberal-minded people. However, on the whole staff were more positive than the public, commenting that the BBC makes significant attempts to be fair and inclusive as an organisation.

**Lack of impartiality**

A large proportion of respondents commented that the BBC is biased for and against a wide variety of groups including religious groups generally. Respondents mentioned a bias against Christians in particular and some mentioned an anti-Muslims stance. A number also commented that the BBC is politically biased, particularly towards left wing liberal views, but some also noted a bias towards the current Government.

**Religion**

The Christian programming output has fallen over the past 5 years. Your statistics claim otherwise, but what is actually broadcast as genuine Christian output has fallen - as opposed to general religious-themed programming. There has been plenty of programming that is critical of Christian beliefs but none that criticises or dissects Islamic beliefs. This bias cannot continue. (ID 4072, 35-44, Male, Public)

**Political**

It appears that at times its views are influenced by the current Government views and it does not give an adequate voice to the opinion of the general public. (ID 4055, 35-44, Male, Public)

There seems to be a liberal left of centre bias (ID 805, 55-64, Male, Public)

**Middle class**

Southern middle class bias (ID 1326, 45-54, Male, Public)

The BBC is undoubtedly biased towards the middle classes, and its highly unequal pay structure exposes the pro business attitude of the organisation. (ID 1607, 25-34, Male, Public)

I think that the BBC is a fair and inclusive organisation if you are middle class white and went to a public school (ID 67, 35-44, Male, Staff)
**Unrepresentative**

A notable proportion of respondents to the public consultation felt that by focusing on being inclusive the BBC often places too much emphasis on minority groups leading to an unfair bias towards minority groups at the expense of the majority.

I fear there are some areas where the BBC is too swayed by current opinion, or too sensitive to some minorities over others. I sometimes think there may be e.g. a disproportionate amount of support paid (not just attention given) to Moslems, considering their numbers. (ID 3839, 65-74, Male, Public)

To be inclusive so that all minority groups are accommodated for but the majority are not proportionally represented is not fair though it may be inclusive. (ID 3836, 55-64, Male, Public)

No - there is a bias for some minority groups disproportionate to their importance, and a bias against other groups. I see a lot of positive spin for the gay lobby, for example but strong bias against life groups. (ID 968, 55-64, Male, Public)

**Internal barriers**

Both staff and public respondents commented that the BBC is not fair and inclusive as an organisation internally. Staff mentioned that the BBC is still very ‘white’, especially in more senior positions, whilst the public commented that there is little diversity with similar ‘types’ of people employed.

I have commented about its output but it seems to be true in the organisation’s management and personnel as well. There is an automatic bias, it seems, against age, especially the older and well-respected females. (ID 1087, 65-74, Male, Public)

Unfortunately, I don’t think it is. There are very few minority people in editorial positions and it is still relatively middle class, seems to be getting more so. (ID 43, 35-44, Female, Staff)

The BBC’s intention is to promote fairness and inclusivity. But its staff remain ‘hideously white’ in many areas. (ID 83, 55-64, Male, Staff)

The BBC tends to recruit people who think alike, and who match a specific profile, especially of the Guardian reading variety. (ID 3792, 65-74, Male, Public)

I think that the BBC is a very elitist organisation and this is definitely reflected in the programming. I have worked within the television
industry and actually turned down an apprenticeship at the BBC because I did not feel at all comfortable with the type of people I would be working with. I think that having a few black people in some of the mainstream programmes is all the BBC does to be ‘inclusive’. I think that the BBC needs to do more to develop ‘minority’ talent and not only allow people into the organisation who will fit into the BBC culture. (ID 2760, 25-34, Female, Public)

**BBC is a fair and inclusive organisation**

A smaller number of respondents gave positive comments which focused on the diversity of the workforce internally and some gave generally positive comments.

We employ a highly diversified work force - Incorporating different areas of society, age, gender and disability – Neither discriminating nor excluding. (ID 35, 25-34, Male, Staff)

As a BBC employee and also a gay woman I feel very comfortable with my team, wider colleagues, and the BBC’s ideals and vision. I believe the BBC is a fair and inclusive place to work and I think this is reflected in the output. (ID 37, 25-34, Female, Staff)

I believe the BBC to be much fairer and more inclusive than any other broadcaster (or media outlet) in the UK - I feel you beat yourselves around the head a little too easily on the rare occasions you fail to meet your very high standards. (ID 4160, 55-64, Male, Public)

I agree that the BBC is fair and inclusive overall. I don’t think the BBC aligns itself to any particular religious or political persuasion. (ID 3838, 35-44, Male, Public)

I agree on the basis of seeing a wide variety of faces on current factual programmes and on radio. (ID 1417, 35-44, Female, Public)

**SUMMARY**

A wide variety of issues are raised in response to this question with staff responses generally more positive than those of the public. Conflicting comments are given with regard to the BBC’s internal fairness and inclusiveness as an organisation by both staff and the public. Again a significant proportion highlights the marginalisation of and bias against Christians in particular, as well as those with other religious beliefs. There is a strong feeling amongst the public that the BBC is not fair and inclusive because it displays impartiality towards particular groups.
3.5 Question 5: What do you think is the most pressing equality and diversity issue for the BBC?

Respondents provided a range of equality and diversity issues which they felt the BBC should prioritise. The majority of comments from respondents to the public consultation referred to a specific issue or issues, which included representation of faith, sexual orientation, disabled people and ageism (specifically against women). However, a small proportion provided inclusive more generic response, reiterating that showing an honest, realistic image of the diverse society we live in should be the BBC’s most pressing issue.

Representative

A general theme which was noted by a significant proportion of respondents, and which was prevalent in previous questions, is that the BBC should accurately portray how diverse the UK actually is, without the use of ‘token’ minority characters or over-emphasis of minorities at the expense of the majority.

That all kinds of people are fairly represented in their dramas and documentaries, and that not so much emphasis is given to one kind of group ie lesbians/gays who seem to dominate practically every programme at the moment! (ID 3280, 35-44, Female, Public)

To keep your programming in line with current population trends, minority groups need to be represented but NOT at the exclusion of the majority. (ID 1362, 45-54, Female, Public)

To represent and portray society as it is. Portrayal should be equal. I get the impression that some minority groups are over represented in the cause of being politically correct. (ID 1345, 45-54, Male, Staff)

The most pressing issue about equality is that this obsessing about diversity is unfair to the majority of the population, whose needs should really take precedence. The majority shouldn’t feel they have to pander to the minority or to what’s fashionable or to what’s politically correct. (ID 2045, 35-44, Female, Public)

Certain minority groups are very persistent in their lobbying for their particular point of view. The BBC should take care that it does not miss the views of the (unfortunately!) silent majority.\^Seeking to become ‘equal’ can lead to views not being heard which it is considered will offend a minority group. (ID 2629, 65-74, Male, Public)

Other respondents mentioned particular areas which they feel the BBC should prioritise.
Religion

Religious representations were highlighted by the largest group of respondents, in particular many respondents commented that both Christians and Muslims are misrepresented and redressing this should be a priority. These issues link with a more general theme highlighted by respondents, that ‘faith’ is poorly represented.

The fair treatment of all faiths on the BBC. (ID 2753, 35-44, Male, Public)

I continue to have concern for the realm of religious belief and in particular allowing Christianity, which is still declared as the main belief structure in our country, to be presented with clarity and acceptability rather than, as at times it being ‘dismissed’ as a peculiar outlook for life. (ID 2625, 55-64, Male, Public)

Fair and equal representation of accurate views of Christians and Muslims. (ID 2446, 65-74, Male, Public)

Sexual orientation

A smaller, but still significant, number commented that the way sexual orientation is portrayed is the BBC’s most pressing issue. Emphasising comments made at previous questions, the public felt the portrayal of LGBT people is too stereotypical.

Air time and realistic portrayal of LGB individuals, issues and communities. (ID 176, 45-54, Female, Public)

Sexuality is portrayed as very stereotypical and excludes (or presents it in a negative way) the possibility that people experience a change in sexual orientation over their lifetime. Those who seek change are presented in a negative fashion and faith is often negatively presented in this context. (ID 1022, 35-44, Male, Public)

Disabled people

Disability also emerged as a pressing equality and diversity issue for some and comments from the public referred to on-screen portrayals of disabled people. However, staff respondents also raised the employment of disabled people as the BBC’s most important diversity and equality issue within the organisation.

Portrayal of disability - the BBC has tended to have the token disabled person on screen - witness Frank Gardner, the only news presenter who
is often made to stand (and not sit at the desk), so we can see his frame - it’s patronising. (ID 822, 35-44, Male, Public)

Probably disabled people. Though they must be capable of doing the job, obviously. I think it is difficult to see them included without making it an obvious policy. The "token" person again. I don’t want people to be excluded, for any reason, but I do think ethnic minorities should remain the minority. They seem to be the majority on the news. (ID 1024, 45-54, Female, Public)

Age

Both public and staff respondents commented that ageism within the organisation is another of the BBC’s most pressing equality and diversity issues.

Age discrimination as I said previously is widespread and the Court Tribunals during the past year will testify to my opinion. You only need to have a quick look around the organization to see this in action. (ID 2147, 55-64, Male, Public)

Equality for women to have the same freedom to be whatever shape, size, colour, age, personality they are and want to be especially when portrayed on screen. (ID 276, 35-44, Female, Staff)

The BBC needs to show that it has no age barrier for women to be presenters of news programmes or other programmes. More women in senior and public positions would be a welcome change and would help to re-address the perception that women are only useful while they are young enough or attractive enough to be pleasant viewing. (ID 1671, 55-64, Female, Public)

Ethnic Minorities

Discrimination of Ethnic Minorities as a substandard exclusive sub-set of people. The Immense Islamophobia and Positive Discrimination of certain groups, agendas, etc. (ID 2037, 16-24, Male, Public)

Minority groups need to be presented from the perspectives of minority groups, else equality and diversity issues seem stunted and unengaging. (ID 2084, 16-24, Male, Public)

Diversity within the organisation

Responses from staff focused more on the BBC as an organisation itself with a substantial proportion commenting on this. This involves staff stating that true diversity must first be achieved within the BBC itself as an employer. Some staff respondents also feel that achieving diversity higher up in the
organisation’s structure should be a priority. This takes many forms including hiring more staff from a range of ethnic backgrounds, socio-economic groups and with disabilities.

Getting more diverse staff into senior management - but those staff have to be the ones who will then start to effect change by getting their teams to understand the value to the BBC. (ID 283, 45-54, Female, Staff)

To have more staff members from different backgrounds working within the BBC and have more scrutiny when recruiting. (ID 225, 35-44, Female, Staff)

Allowing more voices from other backgrounds on broadcasting outlets, broaden the age range of online readers and turn away from the male orientation of the website. (ID 101, 35-44, Male, Staff)

Employing people from all social classes. I have never worked anywhere that has as high a proportion of posh staff as the BBC. (ID 109, 25-34, Male, Staff)

**SUMMARY**

Public and staff respondents highlight a wide range of issues which they think are the BBC’s most pressing equality and diversity issue. Many respondents highlight individual issues; however notable groups mention the representation of Christians, Muslims and those of faith generally, whilst other respondents focus on the importance of representativeness, especially in terms of fairness and avoiding over-representing minority groups at the expense of the majority. Issues surrounding sexual orientation, disability and ageism towards women are also raised by smaller but notable groups of respondents.

### 4. BBC PRIORITIES ON DIVERSITY

The next section of the consultation set out the BBC’s priorities on diversity and listed six equality objectives. Respondents were asked to indicate whether they agree or disagree with the objective and then explain why they feel that way.

Please note that respondents had different interpretations of what was required of them in this section of the consultation. Some assessed the objective itself, whilst others assessed the extent to which they think the BBC has previously performed against the objective or can achieve the particular objective in the future. Many respondents were also unclear of the meaning of
some of the objectives. For example, many respondents feel the third objective was outlining the BBC’s intention to produce programmes aimed at the enjoyment of all rather than making them accessible for all to enjoy. Likewise, many respondents thought the fifth objective was referring to the BBC’s intention to produce programmes that individually reflect as many different types of people as possible.

Furthermore, although respondents may agree with the objective in the scaled response, often they used the open response question to convey a negative opinion, for example implying that the objective is potentially good but it is not currently achieved.

4.1 Objective 1: We will talk to a range of different types of people so we’re more aware of what they like, want and need when developing new content and services

<table>
<thead>
<tr>
<th>Perception</th>
<th>Public</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Strongly disagree</td>
<td>475 (12%)</td>
<td>12 (4%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
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</tr>
<tr>
<td>3 – Neutral</td>
<td>911 (22%)</td>
<td>54 (19%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>1,111 (27%)</td>
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</tr>
<tr>
<td>5 – Strongly agree</td>
<td>1,173 (29%)</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>4,083 (100%)</strong></td>
<td><strong>284 (100%)</strong></td>
</tr>
</tbody>
</table>

Respondents to the consultation were offered a list of options to indicate their initial reactions to the objective before inviting them to expand further on their response. Generally people seemed to be supportive of this objective. The key themes were concerned with who the range of ‘different people’ consulted would include and whether the range of people is truly representative and not just the vocal few. Respondents also welcomed the commitment to engage with those that pay the licence fee, but also urged the BBC to deliver on the feedback.

Responses were also closely linked to respondents’ understanding of the purpose of these questions, with some respondents (particularly those who gave positive responses) assessing the objective itself and other respondents assessing the BBC’s ability (past or future) to achieve this objective.

**Good idea to talk to diverse audiences**

Many respondents generally felt that it is common sense to talk to a range of different people in order to develop new content and services, especially as the
BBC is publicly funded. Respondents commented that communication between the BBC and the public is essential.

The BBC has a duty to reflect the entire nation. (ID 44, 45-54, Female, Staff)

It's a good idea to get many views from all kinds of people (ID 244, 35-44, Female, Staff)

Communication is key. (ID 66, 16-24, Male, Public)

Yes, but needs to be done in clever way. people rarely articulate what they need from programmes - but when they see something they like, then they say. Commissioners need to be shrewd and inventful and be clever when they interpret audience desires.... (ID 10, 45-54, Female, Staff)

However, some responses were tempered with concerns about who the ‘range’ of people will include. Many felt this is a good objective, but only if executed properly.

*Which audiences would be consulted?*

This needs to be done, however care needs to be taken to find a fair range of people. (ID 2499, 35-44, Male, Public)

You need to be careful whom you speak to. Consulting bigots, racists or homophobes is not the way forward. The recent survey about the BBC’s portrayal of homosexuality, which invited homophobes to take part was deeply flawed and hugely offensive. (ID 6, 35-44, Male, Public)

There needs to be more consultation with deaf and disabled people. I do think that if the BBC listened more they’d discover hidden issues affecting them that would make GREAT TV. (ID 768, 35-44, Female, Public)

*Should be representative*

When you say ‘a range of different types of people’ - what does this even mean? It is not very measurable. (ID 114, 25-34, Female, Public)

Depends what you mean by a range of different people. You can do this and still have a biased sample. I presume you will use proper statistical methodology? (ID 386, 55-64, Female, Public)

By all means talk to the minorities, but don’t weight them above the ‘normal’ person in proportion to the population. (ID 405, 16-24, Male, Public)
Sounds like the right thing to do. As long as it’s a representative sample, proportional to the amount of people in society holding those views & not just the few minorities who make the most noise or the most exciting telly. (ID 3588, 35-44, Male, Public)

Sounds good in theory, but it really depends on how the group is selected. Appealing to the lowest common denominator or to those at the fringes of society could both be risks. (ID 1260, 55-64, Female, Public)

*Licence fee payers*

I strongly agree with the objective because it is "our" TV/radio and should therefore represent what we would wish to see/hear and not to be fed what someone somewhere thinks we ought to see/hear. (ID 957, 55-64, Male, Public)

Good way to move forward and ask the viewer (licence payers) opinions. Will be good if you act on the findings. (ID 103, 35-44, Female, Public)

BBC do not communicate to right people or right organisation who represent majority of the population. (ID 596, 45-54, Male, Public)

I have no confidence that the population sample will be entirely representative of the nation. If equal weight is given to any view no matter how outlandish or offensive then the exercise is not worth contemplating. (ID 1242, 75-85, Male, Public)

*Should act on feedback*

Some respondents were concerned about both the BBC’s ability to consult the views of different types of people or to act on the responses they receive. Again respondents commented on how representative the range of people consulted would be.

My experience of BBC consultation is that it does nothing more than reinforce the status quo and while it is always able to claim the backing of its audience research panels, no-one seems to know anyone on these panel. Folkwaves on BBC Radio Derby for example. (ID 959, 45-54, Male, Public)

**SUMMARY**

The majority of respondents agree with this objective, with staff more positive than the public. However a proportion of these respondents are concerned about how this ‘range of different types of people’ would be selected and
whether opinions would be listened to. Some respondents are concerned about the BBC’s ability to achieve this objective and consult a truly representative group. There are also some (mainly staff) who feel that it might slow down the process involved in making content or stifle creativity.

4.2 Objective 2: We will make quality programmes making sure they reflect modern Britain accurately

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<tr>
<th>Perception</th>
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<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
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<td>593 (15%)</td>
<td>8 (3%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>513 (13%)</td>
<td>14 (5%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>841 (21%)</td>
<td>53 (19%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>996 (24%)</td>
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</tr>
<tr>
<td>5 – Strongly agree</td>
<td>1,125 (28%)</td>
<td>128 (45%)</td>
</tr>
<tr>
<td>Total</td>
<td>4,068 (100%)</td>
<td>283 (100%)</td>
</tr>
</tbody>
</table>

Respondents in both consultations were generally very supportive of this proposed objective. However, issues were raised in terms of the actual meaning behind the words used. In particular, ‘quality’ ‘modern Britain, and ‘accurately’ were all highlighted as words which are open to debate depending on how they are defined. Some comments also queried the value of showing some aspects of modern Britain.

Many staff responses mirrored those given by the public, with accuracy and quality emphasised and certain respondents questioning what is, or who decides what is, ‘modern Britain’.

Agreement with objective

Some general comments were given by respondents who stated that it is an expectation that the BBC should reflect modern Britain accurately.

I strongly agree as long as diverse or opposing opinions on contemporary issues are given free expression without fear of aggression. Respect for cultural and traditional Britain should be maintained while giving freedom of expression to the various communities making up modern Britain. (ID 4208, 55-64, Male, Public)

Modern Britain should also be balanced with cultural and historical Britain. (ID 1232, 45-54, Male, Public)

One expects quality programming from the BBC. One expects that the programmes reflect the society to which they will be broadcast. (ID 3880, 35-44, Male, Public)
Modern Britain should be reflected proportionately/accurately

Many respondents focused on the importance of reflecting modern Britain 'accurately’. This encompassed many things and respondents commented that reflecting modern Britain means doing so in proportion and not over-emphasising particular groups.

**Accurate and inclusive**

Because it’s important that television is portrayed accurately (if that is its intention). (ID 1409, 16-24, Male, Public)

Accuracy is important. Don’t make something inaccurate just because the truth may be offensive though. (ID 4190, 16-24, Male, Public)

Programmes need to reflect modern Britain, but not solely the young, youth culture or a narrow socio-demographic population at the expense of a balance. As a Public Service Broadcaster the BBC needs to have a broad spectrum. (ID 3853, 45-54, Male, Public)

As long as you have the emphasis on the accurate – not the politically correct. (ID 1544, 45-54, Female, Public)

A good aim - as long as all aspects are portrayed accurately and some aspects do not receive more focus than others. (ID 2926, 35-44, Female, Public)

But let’s do it without falling into portraying patronising stereotypes (ID 269, 45-54, Male, Staff)

What represents 'modern Britain’?

Some commented that there is too much emphasis on showing a modern Britain that is multi-cultural and London/south east centred. Although showing modern Britain is supported, a more accurate reflection of geographic diversity is desired.

And who decides what is modern Britain? (ID 1454, 25-34, Female, Public)
Do you? You may make programmes which reflect multicultural London but not so much around here. (ID 1461, 35-44, Male, Public)

Modern Britain doesn’t mean London, Birmingham + Manchester. There are different 'regions' within Scotland and Wales (ID 1634, 45-54, Male, Public)

**Emphasis on quality**
Both public and staff respondents commented on the importance of producing ‘quality’ programmes.

The emphasis must be on “Quality”. (ID 1414, 35-44, Male, Public)

Quality has gone down in the BBC over the years. Trying to spread over too broad an area and not concentrating on better research and influence drivers. Reflecting modern Britain is educationally essential but it must be fair, balanced and used in a responsible manner trying within reason to avoid community conflict while not afraid to expose unwanted and unhelpful practices. (ID 2517, 65-74, Male, Public)

Just make quality programmes and you won’t go far wrong. Who’s to judge what this ‘modern Britain’ is? This is Britain and we are most certainly living in modern times. Is this statement just code for scrapping things which you have judged ‘old fashioned’. You seem to be wanting to set some agenda. That’s not your job. Just make quality programmes. (ID 2919, 45-54, Female, Public)

Not every aspect of modern Britain should be shown

Some respondents commented that there are many parts of modern Britain that should not be shown or emphasised on TV or that current programming does not reflect modern Britain. For example, respondents in particular referred to EastEnders. Again, a number of respondents questioned the BBC’s ability to fulfil this objective. A small proportion also stated that programming has a tendency to over-emphasise the worst aspects of modern society.

Not everything about modern Britain is good, just being modern doesn’t mean it is an example to follow or use. Old fashioned Britain had many merits. (ID 4185, 45-54, Male, Public)

When broadcasters talk about reflecting modern Britain accurately they usually use it as a self-indulgent excuse to glorify excesses and extremes in society – influencing negatively behaviour of the impressionable. That is easy television much more challenging and worthwhile would be to seek out positive projects – there are a legion. (ID 3301, 65-74, Female, Public)

The media has to be responsible. It should value the good things about Britain and what has made Britain great in the past. It should not make heroes of criminals, bad language or violence. Reflecting modern Britain would need to include all the bad things about Britain. However, that perpetuates the bad things which have caused our country to become less and less desirable. (ID 3789, 55-64, Male, Public)
**BBC ability to do this (current and future)**

I would strongly agree if I felt that the BBC could do this in an unbiased way. (ID 4123, 35-44, Male, Public)

Modern British society is still made up principally of traditional heterosexual families. I feel more weight is given to other family types. (ID 3463, 45-54, Female, Public)

**SUMMARY**

Again the majority of respondents to the consultation agree with this as an objective. As before, staff are more positive than the public. There is some concern over what ‘modern Britain’ means and some suspect that it might focus too much on London and therefore not be fully ‘accurately’ reflecting British society as a whole. Respondents feel generally that it is hard to reflect the whole of Britain accurately but this should still be a goal. A few suggest that there are parts of modern Britain that shouldn’t be reflected through the BBC. Respondents also comment that emphasis should simply be placed on producing ‘quality’ programmes.

**4.3 Objective 3: Whenever we develop new services or channels, we will make sure that everyone is able to access and enjoy them**

<table>
<thead>
<tr>
<th>Perception</th>
<th>Public</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Strongly disagree</td>
<td>416 (10%)</td>
<td>17 (6%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>288 (7%)</td>
<td>21 (7%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>939 (23%)</td>
<td>54 (19%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>1,015 (25%)</td>
<td>64 (23%)</td>
</tr>
<tr>
<td>5 – Strongly agree</td>
<td>1,397 (34%)</td>
<td>125 (44%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4,055 (100%)</strong></td>
<td><strong>281 (100%)</strong></td>
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</table>

Although more than half of all respondents agreed with objective, the wording of this objective caused a certain amount of confusion and was interpreted very differently by respondents.

A large proportion of respondents understood the objective to relate to making new services and channels accessible to all. However another group took the statement literally, interpreting that the BBC objective is to create programming that everyone (regardless of age, gender or disability) could access and would enjoy without regard to whether it is appropriate or not. For example, some respondents commented that it is impossible to make programmes or channels that everyone would enjoy, as people have different tastes.
As with the previous objective there was little difference between staff and public responses.

**Agree this is a good objective**

A large proportion of respondents simply stated that this is a good objective and something they expect from the BBC as the licence fee pays for these services. Other comments referred to specific services that the public currently appreciate including iPlayer and subtitling services for the deaf.

A good and appropriate aim. (ID 2654, 45-54, Female, Public)

Yes I think you do that. DAB means I can listen to 6music, World service etc. Online content is very extensive but I note that this is funded by the licence fee. (ID 811, 45-54, Male, Public)

It is one of the best things currently about the BBC - and also why it is so popular. (ID 824, 16-24, Female, Public)

Sign language interpretation as well as subtitling and the capacity for audio descriptions are accessibility features which are in my view, very important. It is also about content to which people can feel a connection or affinity which improves access and enjoyment. (ID 2445, 45-54, Female, Public)

Everyone pays the licence fee - everyone (as far as possible) should have the service. (ID 1426, 45-54, Male, Public)

Diverse audiences will access BBC services in different ways so we must cater for all needs. (ID 2, 25-34, Female, Staff)

This should be a priority and I believe the BBC does its best here, being the only content provider to actively make an effort in helping older audience members not just access, but also helps them in using and navigating the internet. The roll-out of iPlayer onto gaming consoles such as the Wii and Playstation 3 means many younger members of audience can now access BBC content in an easy manner, and via their own control and viewing habits. (ID 117, 25-34, Male, Staff)

**Accessibility issues**

A group of respondents commented that this is not a realistic objective as many services including digital, DAB and broadband are not universally accessible.
A digital signal everywhere would be a good start, especially as the BBC promotes the digital age every day. If this statement means give TVs and radios to anyone who wants one I disagree. (ID 925, 55-64, Male, Public)

Digital access is a problem for quite a proportion, as is operation of the technology for some elderly people. Sometimes too much choice (channels) is not a good idea. Whilst catering for a wider range of tastes, quality can suffer. (ID 2644, 45-54, Female, Public)

Digital radio? Digital TV? V.poor coverage nationally. Greater energy consumption by the way. (ID 1506, 45-54, no gender given, Public)

Very important not to alienate those who do not have Internet access - whilst this is becoming very important some people (in particular older age groups) do not want or like using online services. The TV and radio can be a very important way for older people to connect with society and not feel so isolated, especially when they live alone, so please ensure that programming is available for those who cannot or do not wish to use new media such as the Internet. (ID 1566, 35-44, Female, Public)

Is it realistic to make all programmes accessible for all?

Other comments were that this is simply an unachievable target and ‘everyone’ cannot have access. Also, financial limits would not and have not allowed BBC services to be accessible to all.

I think this is maybe over-ambitious? Lots of people still don’t have internet access for example, or HD or digital radio, and some people don’t want these things. Perhaps ‘everyone who wants to’ might be more realistic? (ID 952, 55-64, Female, Public)

The BBC needs to do fewer things very well, not develop further services with the limited cash available from the licence fee. (ID 2067, 65-74, Female, Public)

If you have dial-up or no internet you are hopelessly ill-informed by this BBC. Every programme seems to refer viewers or listeners to the programmes website for information that used to be routinely included. (ID 2072, 35-44, Female, Public)

You developed such things in the past Asian radio for example and yet felt compelled to remove to save money. Accessibility is crucial for all and more should be done to achieve this and it needs to be better communicated. (ID 2080, 35-44, Male, Public)

Providing that you can afford the internet, Freeview, cable or satellite. Not everyone has gone digital or has access to the internet. How disabled
friendly is your BBC web ... does it allow colour change, font enlargement for people with disabilities like dyslexia?? (ID 14, 45-54, Female, Public)

I am not sure what you mean by "everyone", and whilst the intention is good, some people with disabilities, such as vision defects will never be able to fully access and enjoy television output, however much effort the BBC may make. It is also impractical to provide every service in every possible language that people may wish to receive it in. (ID 3508, Age and gender not given, Public)

Is it realistic to make all programmes enjoyable for all?

Some respondents appeared to have misinterpreted the objective, for example that it is an objective to create programmes that will appeal to everyone.

That is impossible. What is wrong with creating services for targeted groups? (ID 1454, 25-34, Female, Public)

I do not feel that, for example, attempting to make Radio 4 accessible to the listeners of Radio 1 or visa-versa is necessarily a good idea. Rather I feel that it is important that areas of the BBC are able to specialise to suit specific tastes. (ID 1475, 16-24, Male, Public)

Access is one thing, enjoy another. Why should a 15 year old Liverpudlian rapper want to be persuaded - at licence payers’ expense - to listen to Radio 3 or to watch BBC 4 or access BBC Cymru? Don’t be afraid to specialise. (ID 77, 35-44, Male, Staff)

SUMMARY

A large proportion of respondents feel that this is an appropriate objective and that anyone who pays the licence fee should have access to all new services and channels. However, many feel that it is not feasible since DAB and broadband services are not universal across the country and not all groups (for example the elderly) have access to the internet. Some also comment that it is not possible to create services that everyone enjoys since we all have individual tastes. However, in general the objective is considered admirable, albeit difficult to achieve.
4.4 Objective 4: We will make sure more of our staff are from different places and different backgrounds

<table>
<thead>
<tr>
<th>Perception</th>
<th>Public</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Strongly disagree</td>
<td>818 (20%)</td>
<td>19 (7%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>495 (12%)</td>
<td>34 (12%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>1,037 (26%)</td>
<td>51 (18%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>790 (20%)</td>
<td>45 (16%)</td>
</tr>
<tr>
<td>5 – Strongly Agree</td>
<td>900 (22%)</td>
<td>133 (47%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4,040 (100%)</strong></td>
<td><strong>282 (100%)</strong></td>
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</table>

Responses to the public consultation were generally mixed for the objective on staff composition. Responses to the staff consultation were more decisive with a large proportion agreeing with this objective.

A large proportion of respondents commented that the objective sounds like positive discrimination and that staff should only be employed on their ability, skills, qualifications and talent, rather than their background.

However a proportion of respondents felt this is an admirable objective, that the only way to produce truly diverse programmes is to employ a diverse range of people (from different places and background) at all levels and that staff employed at the BBC should reflect the composition of British society. Also there should be more diversity in recruitment particularly at senior levels.

**Employ staff on skill and merit**

The priority should be to get the best staff, first and foremost, while taking care not to discriminate in any way. (ID 945, 45-54, Male, Public)

Surely having the best qualified, most able etc person in each role is better than some quota system to make sure there is some of everything somewhere. (ID 798, 45-54, Male, Public)

We should employ people because they can do the job, not because they meet a quota for different backgrounds. I’ve seen this in practice - it doesn’t work and just gives other people more work to do because someone utterly unsuitable has been employed just because they meet the idea of diversity. (ID 62, 35-44, Female, Staff)

Employ, as far as possible, the most able person for the job. Having a token accent looks like that’s what you’re doing. (ID 584, 35-44, Gender not given, Public)
Are you suggesting ‘positive discrimination’? Given existing anti-discrimination legislation would this be legal? Perhaps you should just concentrate on getting the best person for the job regardless. (ID 2919, 45-54, Male, Public)

**Diversity of staff is important**

Some respondents felt it is important to ensure that staff are from different places and backgrounds as this is the only way to produce truly diverse programmes and that the BBC should have more staff from different places and backgrounds to better reflect the composition of British society.

A more diverse workforce is a more effective workforce as you have a wider range of skills, experience and perspectives. A workforce of bland male suits replicates decisions in its own image. (ID 1240, 45-54, Female, Public)

I don’t know whether this objective is being met, but staff percentages should reflect the population demographics. As it’s currently worded it would seem that a disproportionate number of staff would come from minority backgrounds in order to ensure that there is at least one person from each background in key positions. (ID 376, 25-34, Male, Public)

Yes, as long as there is a true representation of all walks of society, and there is a desire not to offend any group by sensationalism not based on reality. (ID 774, 45-54, Male Public)

This is essential because, as I’ve said earlier, it has been a closed shop environment. Please include believing Christians in this mix. (ID 3301, 65-74, Female, Public)

This is the only way that true diversity will be achieved and a more diverse workforce also encourages better ideas, approaches and working practises. (ID 227, 45-54, Female, Staff)

This is the biggest challenge the BBC faces. In a period of contraction and with no strong leadership on this issue the organisation is in danger of becoming more elitist and monocultural in its practices. Access to media roles is becoming limited to those with connections and those who can afford to work for free to gain the necessary experience for a first job. Once in the BBC progression for visible minorities is still a concern. People who look different and sound different still have difficulty progressing in the organisation. The Diversity Centre’s standardising approach is also a concern, the current strategy and policy appears to be based on public sector organisations where processes can be standardised but the BBC is a creative organisation and different and varied approaches are required. (ID 284, Age and gender not given, Staff)
Essential to achieve diverse programming

As previously discussed, it is essential for this to be the case to ensure that programming is more than just tokenism and that diversity can come through the production team. Teams that are making documentaries about a subject they are so removed from can be dangerous and bias. (ID 2, 25-34, Female, Staff)

It’s important that at least some content makers have first hand understanding of the experience and needs of audience members from various backgrounds. Views based on second or third hand information are never going to be a good enough substitute for first hand knowledge. (ID 213, 35-44, Male, Staff)

I think this is the only way your programming will do justice to the different groups who view BBC programmes. (ID 830, 25-34, Female, Public)

this is essential. if the BBC has a diverse workforce, this can be filtered through to the different programmes and services they develop. (ID 602, 16-24, Female, Public)

More senior staff for different backgrounds

A number of staff respondents also commented that the employment of people from different places and backgrounds within senior levels of the BBC would be a positive thing.

You already have this large mix - unfortunately they’re Grade 7 and below. You need to make sure more of your senior staff are from different places and different backgrounds. BIG difference! (ID 19, 35-44, Female, Staff)

Very important to reflect the diverse society in which we now live. But equally vital to ensure that there are staff from different backgrounds at ALL levels including senior management. (ID 123, 25-34, Male, Staff)

Absolutely essential that this extends to the highest levels. (ID 1302, 45-54, Male, Public)

SUMMARY

Responses to this objective are evenly split for public respondents, although staff respondents are more positive. Respondents do not like the idea of positive discrimination and feel people should be employed on their ability and skill, not due to their race or being part of a minority group. However, many
state that it is important that the BBC does consist of a full and diverse group of employees in order to achieve a range of diverse programming and output.

Further diversity within the organisation is seen by some respondents as a good way to create more diverse programmes, and staff specifically comment that more diversity within senior levels of the organisation would be positive.

4.5 Objective 5: All work we do will be planned so that we think about, include and reflect as many different people as possible

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<tr>
<th>Perception</th>
<th>Public</th>
<th>Staff</th>
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</thead>
<tbody>
<tr>
<td>1 – Strongly disagree</td>
<td>647 (16%)</td>
<td>25 (9%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>527 (13%)</td>
<td>32 (11%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>1,098 (27%)</td>
<td>73 (26%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>917 (23%)</td>
<td>65 (23%)</td>
</tr>
<tr>
<td>5 – Strongly Agree</td>
<td>841 (21%)</td>
<td>88 (31%)</td>
</tr>
<tr>
<td>Total</td>
<td>4,030 (100%)</td>
<td>283 (100%)</td>
</tr>
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</table>

Responses to this objective were generally mixed. However, although respondents seemed to be generally supportive of the objective to involve different types of people in the planning process, concerns were again raised about the need for views to be proportionate and not neglecting the majority. Other concerns about representativeness that emerged included the risk of bland programming by trying to please everyone.

Agree with the objective

Some respondents felt that this was an important objective or something they think the BBC should already be doing.

Being aware of the need to reflect as much of society as possible is an important step in producing a diverse service. (ID 446, 35-44, Female, Public)

Like before I hope this is going to be the case, but I can appreciate how tailoring it to everyone can be a challenge. (ID 888, 16-24, Male, Public)

This is what needs to be done, things need to be planned and thought about, especially when including many issues and groups of people. (ID 924, 16-24, Male, Public)

We are now a multi-cultural nation and TV should be portrayed as such, although we must not lose the fact that we have our own identity, and we must keep our Christian roots and Britishness as cornerstones to our
nation. Without our identity the UK will disappear into a politically correct mess. (ID 35-44, Female, Public)

I strongly believe this is the intention of the BBC, which is reflected in its work most of the time. (ID 79, 45-54, Female, Staff)

This goes without saying given that the BBC has a responsibility under the Equality Act 2010. (ID 1071, 55-64, Female, Public)

**Truly representative**

Another significant group of respondents felt that this is only a viable objective if a proportional spread of views and people are represented. Respondents also commented that it is important that the views and experiences of the majority are not neglected, by including as many different people as possible.

**Proportional**

Reflecting modern Britain as discussed previously is vital, however, once again I would caution against forcing this issue, pushing and creating diversity in situation can lead to false, pretentious and patronising TV (e.g. Eldorado) Keep it real relative to the situation. (ID 188, 35-44, Male, Public)

As before, it needs to reflect the true spread of views across Britain and not over-emphasise the views of minorities. (ID 1350, 35-44, Male, Public)

The organisation should show itself to be impartial, and not reflect too much bias toward minority groups. (ID 2399, 65-74, Male, Public)

This is ok, as long as the relative diversity level is also taken into account. For instance if 98% of a sample group have a particular view, you don’t given over-emphasis to the 2% in some misguided attempt to show off your diversity credentials (ID 3305, 35-44, Male, Public)

**Protect the majority**

I just keep repeating myself, the BBC has made the minority the majority in every area. The majority hardly ever features nowadays. (ID 869, no demographics)

Remember that Britain is Christian and English - people who come here are aware of that fact and therefore the BBC should help reinforce that rather than pander to individual cultural groups. (ID 1232, 45-54, Male, Public)
Clearly does not currently happen... i.e. Please account for and acknowledge the silent majority who simply do not accept "climate change" arguments, and resent a one-sided argument being constantly foisted on us as 100% fact. (ID 1646, 35-44, Male, Public)

**Cannot represent everyone**

Other respondents relate this objective directly to programme content and thus comment that by trying to include as many different people as possible, programmes could become bland and unrepresentative.

All the work? - I think this could end up with everything being a bit samey. How about having a monitoring group (within management) who check up to see that as a whole BBC broadcasting includes a wide range of different people? (ID 135, 45-54, Male, Public)

But it’s the very diverse mosaic of quality programs that defines the Beeb (ID 152, 45-54, Female, Public)

Some of the BBC’s best programmes are programmes that by their very niche nature exclude people who are not interested. The BBC should take creative risks, and risk offending and excluding some viewers or listeners in the process. (ID 835, 25-34, Male, Public)

If you reflect the views of every minority equally you will satisfy no-one. (ID 3287, 55-64, Male, Public)

**Planning**

Some responses from staff members reflected those given by the public, but staff also make more mention of the planning process commenting that often there is not enough planning and consultation time for this and that ‘over planning’ can sometime destroy creativity.

Sometimes great programmes come from niche concepts or spontaneous reaction. Diversity needn’t be something that is planned; at best it should be something is just a unconscious part of everyday reality. (ID 11, 35-44, Male, Staff)

Yes, but. Sometimes the best work happens when someone just goes off and does something without having to meet a whole series of targets. Over planning can sometimes kill creativity. (ID 137, 45-54, Male, Staff)

To believe this is possible for "all the work" the BBC does is silly. Breaking news, for example, is often spontaneous and can not be subject in all cases to that degree of planning. (ID 92, 25-34, Male, Staff)
SUMMARY

Although many respondents generally feel that this is a good objective, some emphasise that it is something they already expect from the BBC or question how it will work in reality. Others feel that programmes should simply reflect the diversity of Britain in a representative way. Respondents are concerned that it is hard to include everyone in everything and the objective therefore sounds hard to achieve. However, in principal they agree that this might help to produce more diverse and inclusive programming.

4.6 Objective 6: We will make sure our leadership understands the importance of equality and is able to deliver what we have set out to do

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<tr>
<th>Perception</th>
<th>Public</th>
<th>Staff</th>
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<td>1 – Strongly disagree</td>
<td>665 (17%)</td>
<td>10 (4%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>360 (9%)</td>
<td>16 (6%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>1,011 (25%)</td>
<td>54 (19%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>823 (21%)</td>
<td>59 (21%)</td>
</tr>
<tr>
<td>5 – Strongly Agree</td>
<td>1,132 (28%)</td>
<td>142 (51%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,991 (100%)</strong></td>
<td><strong>281 (100%)</strong></td>
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Responses to this objective are generally supportive, in particular from those to the staff consultation.

Key themes emerging from responses to this question included the need for the leadership to set the example for the organisation and ensure it is comprised of a diverse mix of people. Respondents noted that it is necessary for the leadership to lead by example in order for the organisation to succeed on its diversity strategy. Other themes included calls for the meaning of ‘equality’ to be defined and also concerns that the current leadership doesn’t already understand the importance of issues in this area.

**Agree that equality should be led from the top**

Comments focused on the need for the understanding of equality to come from the top and then filter down throughout the organisation.

Strong leaders with integrity are essential for a strong team. (ID 4168, 16-24, Female, Public)
Very important, as what is at the top filters down into all "lower" levels. If the leadership ignores certain groups of people or views, the base will not be able to change that. (ID 3641, 45-54, Female, Public)

It will not be possible to deliver any of the other objectives unless the leadership comes from the top. (ID 3514, 45-54, Male, Public)

This will ensure the leadership is well informed of what is going on and will be able to defend their position if necessary. (ID 4031, 45-54, Male, Public)

Definitely! Everything has to come from the top. I love the BBC’s ethics and principles, and this needs to be championed from the very highest executive level. (ID 147, 35-44, Male, Staff)

Leadership should not only know the importance of equality but also reflect equality in action, with people from more diverse backgrounds in leadership roles within the BBC. (ID 526, 16-24, Female, Public)

You are right in ensuring that the leadership understands the principle of equality because nobody at a lower level can succeed in achieving this without the people at the top setting the pattern. The leadership must protect our Christian heritage. (ID 1162, 65-74, Male, Public)

**Leadership should already understand the importance of equality**

Some comments indicated that respondents feel the leadership, by the nature of their position, should already clearly understand the importance of equality and also there was scepticism as to how this would be delivered.

Your leadership should already know the importance of Equality the problem is the current leadership do not have a good view or they are not stopping the bigots (ID 4151, 55-64, Male, Public)

If they don’t understand already they shouldn’t be leaders! (ID 3866, 45-54, Female, Public)

Perhaps the leadership needs to listen to this survey? I suspect the results will clear up any uncertainties for the BBC leadership in regards to the current inappropriate promotion of first century religious views - welcome to the 21st century! (ID 3945, 35-44, Male, Public)

**Scepticism over the delivery of this objective**

They may well understand the importance of equality but that doesn’t mean to say it is well carried out. (ID 3912, 55-64, Male, Public)
Your goal is unachievable, unless you get rid of the current old traditionalists like Mark Thompson, and recruit creative executives from other cultural, racial and sexual backgrounds. I can’t see that happening, it would be too risky for the Government who like to use the BBC when necessary. (ID 289, 55-64, Female, Public)

Again how would you achieve this when those at the top do not take diversity seriously? It’s just an add on to their job which they may look at before a diversity meeting it isn’t part of their job which is the issue. ID 267, 25-34, Female, Staff)

**What is the definition of 'equality'?**

Respondents also gave various comments in relation to the definition of the term ‘equality’. Some commented that this is a good objective as long as it does not refer to the politically correct definition of ‘equality’. Other respondents were concerned that ‘equality’ means the disproportionate championing of minority groups over the majority.

**Definition of equality**

This again begs the question of what is meant by "equality". (ID 609, 45-54, Male, Public)

This depends on what you mean by equality: equality does not mean what used to be termed ‘political correctness’. (ID 3600, 65-74, Male, Public)

It depends what is meant by "equality". It should ensure proportionality, recognising the majority views of the population (72% of the nation self-identified as Christian in the last census), the Judaeo-Christian heritage of our country, and wisdom leading to the right sort of discrimination, as explained above. If it doesn’t mean this, I "strongly disagree". (ID 3471, 55-64, Male, Public)

"Equality" means anything you want it to mean, so this statement is meaningless. (ID 2318, 75-84, Male, Public)

As long as they understand what ‘equality’ means. (ID 204, 45-54, Male, Staff)

**Too much emphasis on minorities**

This must not become support for minorities and no recognition of larger groups traditionally ignored by the BBC. (ID 4158, 45-54, Male, Public)

So long as equality is a reflection of the whole of society not all targeted at minorities. (ID 2952, 45-54, Female, Public)
I have no doubts that current BBC leadership understands the importance of equality. It is more a question as to how leadership understands how to deliver it. Some equality delivery is done in such a way that the majority is excessively influenced by the minority, so that equality principles are over-turned. (ID 269, 65-74, Male, Public)

Equality seems to be your way of saying treat the majority as a minority. Societies are not based on "equality" there is hierarchy even in the most basic of natural orders. Even the most "equality" driven governments have a chain of command, they wouldn’t function else. Equality did not build this country but it is certainly destroying it. (ID 1150, 25-34, Male, Public)

**SUMMARY**

As with the other objectives, staff are more likely to agree with this statement. There seems to be little doubt amongst all respondents that equality is important and that this objective should indeed be led from the top down and senior managers should already be aware of the importance of equality. However ‘equality’ should not be interpreted simply as ‘political correctness’ or placing too much emphasis on minority groups at the expense of the majority.

Some respondents are sceptical about it being achievable and some state that leaders should already be doing this and not need to be told or informed. The definition of equality is an issue since respondents don’t want the leaders to be positively discriminating.

**5. WORKING FOR THE BBC**

In this section, the BBC would like to understand the views of employees of the BBC and any specific equality and diversity issues. The BBC’s priorities for their workforce relate to greater diversity, in particular at senior levels. These questions were only asked within the staff consultation.
Thinking about your experience working in the BBC, to what extent do you agree or disagree with the following statements:

5.1 Question 1: I feel our recruitment and selection process is fair

<table>
<thead>
<tr>
<th>Perception</th>
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<td>43 (16%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>63 (23%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>91 (33%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>43 (16%)</td>
</tr>
<tr>
<td>5 – Strongly agree</td>
<td>35 (13%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>275 (100%)</strong></td>
</tr>
</tbody>
</table>

The largest proportion of staff responding to the consultation disagreed that the BBC’s recruitment process is fair or give a ‘neutral’ rating.

Staff respondents raised a variety of issues surrounding the recruitment process. Some perceived the process to be fair but others commented that the process should be more transparent to ensure the right person gets a particular role and isn’t skewed simply to those known by an employer. Another key theme was the need to do more to attract people from diverse backgrounds whilst avoiding a ‘box-ticking’ process.

**Based on ‘who you know’**

There was a general feeling that some jobs at the BBC are given based on ‘who you know’ in the organisation, rather than ability, and that roles are therefore often filled in an unfair way. This led respondents to feeling there should be greater transparency in the recruitment process.

People are often brought into the company based on who they know- job profiles have been known to be written with an employee in mind - There should be more truth fairness and visibility - I don’t think there should be a problem with someone being promoted for doing well in their role rather than "having" to advertise the post that they may be doing. (ID 6, 25-34, Female, Staff)

People are promised jobs without necessarily having the experience simply because they are "bestie mates" with managers. (ID 94, 35-44, Female, Staff)

Where I work people are often recruited because they know someone! (ID 243, Age and gender not given, Staff)
**Seems to be unfair**

A small number of staff respondents made general comments about how the recruitment process is unfair.

It is heavily slanted to BBC employees. The job descriptions are stupidly long - even an office Assistant needs to have such a ridiculous skill-set. People are allowed (in fact almost encouraged) to canvass for the job internally beforehand. The panel interviews are really horrible and you are not told what they are looking for so have to answer blind if you haven’t canvassed. (ID 40, 45-54, Female, Staff)

There is a sense going into boards that the outcome is fixed before the board begins. (ID 92, 25-34, Male, Staff)

**Positive discrimination**

Box-ticking and positive discrimination were highlighted as being a notable problem with the recruitment process.

Managers are under pressure to employ people to meet targets rather than employing the best person for the job. This puts huge stress on other staff who then have to compensate for any shortcomings in the successful candidate’s work. It also puts huge pressure on such candidates who feel the need to prove they were not given the job because they belong to a minority. (ID 177, 25-34, Female, Staff)

**Fair**

Respondents who feel the process is fair, were likely to comment that they had personal experience of being recruited in a fair way, or, through interviewing candidates themselves, they are aware that the process is vigorous, fair and thorough.

Based on how I got my job at the BBC, I had to apply just like everyone else which I feel is fair for people who haven’t worked with the corporation before. However, in some areas of the BBC I think some of the work is based on people going from one short term contract to another, leaving people outside of the corporation a slimmer chance of getting a job. But I don’t know this for sure. (ID 36, 16-24, Male, Staff)

I was part of a selection process recently and emphasis was put on finding talented people who had come through a different route - particularly who had not been to university. (ID 125, 35-44, Female, Staff)
Because I have read the guidelines on short listing and they are sensible and are designed to weed out our own (unconscious) prejudices. (ID 150, 45-54, Female, Staff)

My own fairly recent experience of how the BBC recruits was immensely positive. It was an objective, rigorous process. However, I understand that there is a fair amount of ‘black book’ recruitment in Vision which will inevitably mean less access and fairness. (ID 233, 45-54, Female, Staff)

I’ve been on both sides of the process and it couldn’t be fairer. (ID 198, 45-54 Gender not given, Staff)

**SUMMARY**

In terms of recruitment, responses are fairly evenly spread but a slight majority feel that the process is not fair. There are many who feel that it helps to know certain people in the BBC when applying for jobs and that the recruitment process does nothing to help with diversity issues. Those who give a positive response about the recruitment process explain that this was due to their own personal experience of the recruitment system.

**5.2 Question 2: I feel I have the same access to learning and development opportunities as any other colleagues**

<table>
<thead>
<tr>
<th>Perception</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Strongly disagree</td>
<td>33 (12%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>38 (14%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>58 (21%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>62 (22%)</td>
</tr>
<tr>
<td>5 – Strongly agree</td>
<td>89 (32%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>280 (100%)</td>
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</tbody>
</table>

Although the majority of staff responding to this consultation agreed that they have the same access to learning and development opportunities as other colleagues, around a quarter disagreed.

There were mixed responses in terms of awareness of and access to learning and development opportunities. Respondents identified differences in availability and type of opportunity depending on department, role, location and manager. Some also mentioned that there is a lack of development opportunities for those on part-time contracts and that funding cuts have restricted opportunities.
Wide access to courses

A significant number of staff respondents felt there are a wide range of opportunities available and often commented that this is based on personal experience. Some, however, felt that they do not have enough time to attend training.

I have been fortunate to receive lots of great training during my time here. I joined the BBC 6 years ago on a trainee scheme so had even more opportunity for development than some of my colleagues. (ID 2, 25-34, Female, Staff)

There’s loads of training around and one need only ask – probably one of the best things going in the BBC! (ID 65, 45-54, Female, Staff)

There are always lots of courses – it’s getting the time to attend! (ID 40, 45-54, Female, Staff)

Once inside the organisation these opportunities are widespread and numerous. (ID 165, 25-34, Female, Staff)

There are very frequent opportunities for development, training and using new skills and everyone is given a chance at these. (ID 113, 16-24, Female, Staff)

Few opportunities available/unaware of opportunities

Another group felt that there are few opportunities available. Respondents gave various views within the context of this issue. Some felt they are simply unaware or ill informed of opportunities, whereas others commented that training was not available to them because of the department they are in, their job role, location or because they are not favoured by their manager.

Unaware of or limited access to opportunities

There are very few development opportunities relevant to my position. (ID 29, 25-34, Male, Staff)

I have never been aware of my learning and development opportunities. (ID 67, 35-44, Male, Staff)

it’s down to budgets - if you are in a division with budgets you get training, if not, you don’t (ID 258, 45-54, Female, Staff)

Vary by department, role, location and manager
Think those outside London are at a disadvantage. (ID 125, 35-44, Female, Staff)

The BBC is very poor at training and developing its people. The on air talent and managers get a disproportionate amount of help with training and development. The foot soldiers making the programmes get less. (ID 127, 45-54, Male, Staff)

R&D is particularly bad at staff development, as conventional training courses are often at too low a level. Alternatives such as industry conferences are often refused. (ID 160, 45-54, Male, Staff)

Nearly all training in our area is only for Journalists, not technical staff. (ID 178, 45-54, Male, Staff)

I feel it is dependent on your line manager. (ID 139, 25-34, Female, Staff)

You have to shout very loud and make a case for development opportunities. Again, they’re usually given to the manager’s favourite so unless you’re that person, you don’t have a chance. (ID 99, 35-44, Female, Staff)

**SUMMARY**

Many staff respondents are happy with their access to learning and development opportunities and comment that they have never experienced problems with accessing training. Other respondents raise some important issues with regard to access. A proportion feel opportunities are not universally available and are restricted by location, department, role and manager preferences. A much smaller number of respondents also cite particular instances of being refused training opportunities.

### 5.3 Question 3: I am confident that incidents of bullying or harassment are taken seriously and handled in line with BBC policy

<table>
<thead>
<tr>
<th>Perception</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Strongly disagree</td>
<td>41 (16%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>43 (17%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>80 (32%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>53 (21%)</td>
</tr>
<tr>
<td>5 – Strongly agree</td>
<td>36 (14%)</td>
</tr>
</tbody>
</table>

**Total** 253 (100%)
Staff responses to this statement were fairly evenly distributed, although the majority opted for a neutral rating, presumably as they may not have had direct experience of bullying or harassment and are therefore unable to comment.

Some staff respondents’ comments referred specifically to variation according to department and personnel and some referred to a need for increased support from HR and senior management.

**Bullying and harassment are not adequately handled**

Comments were given more frequently by those who provide a ‘disagree’ rating with many staff making direct reference to an incident experienced by themselves or a colleague. They felt that often action is not taken by senior management quickly to address these issues and policy is not followed.

A friend of mine was bullied by her boss and she didn’t have the confidence to take the matter further as people in senior positions tend to look the other way. (ID 225, 35-44, Female, Staff)

I can think of more than one person acting in a pattern of inappropriate, escalating, bullying behaviour, in plain view of senior management and nothing done. (ID 258, 45-54, Female, Staff)

We have a culture in our division that allows bullying to flourish. (ID 283, 45-54, Female, Staff)

I have experienced bullying and seen one colleague leave as a result. It took the BBC several years to deal with the person involved, who had used a senior position to make many peoples’ lives a misery. Like many others I felt unable to complain - my immediate managers acknowledged the problem but did nothing. (ID 282, 45-54, Female, Staff)

These issues are not taken seriously at the middle management level. There is an enormous gap between the declared policy on bullying and harassment and the way it is actually dealt with. (ID 272, 45-54, Female, Staff)

Some managers or very senior editors are able to bully people for years and get away with it. (ID 97, 45-54, Female, Staff)

**Bullying and harassment are adequately handled**

Comments that bullying and harassment are adequately handled tended to come from staff members with no experience of harassment and bullying.
I have confidence in my line manager who is approachable and skilled in handling different people and different situations. (ID 276, 35-44, Female, Staff)

I know there are excellent policies in place, so this should be the case although I have no personal experience. (ID 201, 45-54, Female, Staff)

The BBC has always seemed scrupulous about this. (ID 162, 45-54, Male, Staff)

I haven’t experienced this personally, but I have a friend who was pleased with the protection he was afforded. (ID 147, 35-44, Male, Staff)

At no time in my BBC career have I felt bullied or harassed, or am I aware of anyone else being bullied or harassed. I think there is a tendency to exaggerate the miniscule number of real cases and create the perception that such issues are more widespread than they really are. (ID 93, 35-44, Male, Staff)

**SUMMARY**

For some, there is a serious issue with bullying or harassment, with around a third of those who responded feeling that incidents of bullying are not taken seriously. Those who have had experience of bullying report positive and negative experiences, indicating that some staff do feel that there are issues around harassment and bullying within the BBC which need addressing.

**5.4 Question 4: I can work flexibly if I need to**

<table>
<thead>
<tr>
<th>Perception</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Strongly disagree</td>
<td>32 (12%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>41 (15%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>52 (19%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>70 (25%)</td>
</tr>
<tr>
<td>5 – Strongly agree</td>
<td>83 (30%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>278 (100%)</td>
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</tbody>
</table>

Responses to this question were split between those who have positive experiences in being able to work flexibly and those who have experienced difficulties, such as not being able to access part time work or flexible working only being available to those who have children or those in senior positions. Many felt that the availability of flexible working very much depends on the relevant department or line manager. Also some commented that technological considerations prevent flexible working.
Evidence of flexible working

I have a young child and my Line Managers have been extremely flexible with my working hours. (ID 8, 25-34, Female, Staff)

My role permits flexible working. As a consequence I give many more than my contracted hours to the organisation as I often start work very early, work over the weekend and into the evenings but I value the ability to work flexibly as I have carer responsibilities. (ID 284, Age and gender not given, Staff)

Yes the BBC was very understanding while I was a carer. Brilliant (ID 241, 25-34, Female, Staff)

There is no other way to work in a fast moving broadcast environment. (ID 236, 45-54, Female, Staff)

I have remote access and can work at home - I work odd hours for events and special programming at times but I can take time off in lieu. I love the flexibility and think we are really good at it. (ID 4, 25-34, Male, Staff)

I have the option to work from home if I needed to I find the BBC very flexible in that way (ID 95, 35-44, Female, Staff)

Flexible working arrangements are not always available

This is really not the case. I have only worked from home when I have been snowed in. I think the BBC is way behind with flexible working (ID 225, 35-44, Female, Staff)

We are expected to work totally flexibly, on call 24/7. However that isn’t always reciprocated. I was appalled to find out recently that a pregnant colleague had been refused the right to return to work part time for no apparent reason. Meanwhile I observe that some senior male colleagues work extremely flexibly. There seem to be two sets of rules. (ID 282, 45-54, Female, Staff)

I think it’s now far more difficult to get than it used to be and is frowned on. (ID 84, 35-44, Female, Staff)

Only people with children are given this kind of an opportunity. (ID 212, 35-44, Female, Staff)

Variation by department
There is a gap between the declared policy and reality depending on which department you work in. (ID 272, 45-54, Female, Staff)

I have had managers in the past who have made it very difficult for me to do so. It all depends on the manager. (ID 267, 25-34, Female, Female)

In my current role yes, but this is entirely on my manager’s discretion and would change if I worked for someone else. (ID 99, 35-44, Female, Staff)

I can, but I know others who are not allowed flexibility. (ID 109, 25-34, Male, Staff)

Prevented by technological issues

There were also several comments that refer to difficulties in flexible working created by technology.

I feel it would be difficult to work from home - technology doesn’t allow (ID 125, 35-44, Female, Staff)

Why isn’t the BBC wireless? It’s like being in the Stone Age. (ID 198, 45-54, Gender not specified, Staff)

There’s a massive appetite for flexible working in the BBC, but the price of the technology to support people flexing their hours or working from home rules out a lot of what we could do. (ID 277, 45-54, Female, Staff)

SUMMARY

Staff who are able to utilise flexible working are clearly delighted by the benefits that result from this in terms of childcare or other commitments. However, there are some areas of concern. A key issue is that many feel that the same rules and systems are not universally applied across all employees. For example in terms of flexible working, or courses and training, it appears that some departments or managers are more accommodating than others.
5.5 Question 5: The BBC provides an accessible and inclusive workplace for disabled staff whatever their impairment

<table>
<thead>
<tr>
<th>Perception</th>
<th>Staff</th>
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<tbody>
<tr>
<td>1 – Strongly disagree</td>
<td>12 (5%)</td>
</tr>
<tr>
<td>2 – Disagree</td>
<td>31 (13%)</td>
</tr>
<tr>
<td>3 – Neutral</td>
<td>72 (29%)</td>
</tr>
<tr>
<td>4 – Agree</td>
<td>80 (33%)</td>
</tr>
<tr>
<td>5 – Strongly agree</td>
<td>51 (21%)</td>
</tr>
<tr>
<td>Total</td>
<td>246 (100%)</td>
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</table>

Nearly half the staff respondents agreed that the BBC provides an accessible and inclusive workplace for disabled staff. There were a high proportion of neutral responses and 18% gave a ‘disagree’ rating.

Many staff members said they don’t have enough experience to comment but even though some do not have a disability themselves they commented that support, access and equipment are evident to assist disabled staff in the workplace. There are also both positive and negative comments from people who have disabilities themselves. Areas of concern are where, depending on the disability, some buildings are more accessible than others, some technology is not always available, there can be a long lead time before equipment and access is provided and in some cases never materialises.

**BBC does provide a workplace that is accessible and inclusive**

I work with a blind lady who is provided with equipment and support. My building is accessible to people with disabilities. (ID 5, 25-34, Male, Staff)

The division does do its best to accommodate staff with disability - the Access department are also very good in providing adapted equipment etc. (ID 283, 45-54, Female, Staff)

Compared to other organisations the BBC is very supportive to disabled staff, we have good established processes - such as PEEPS, courses re disability awareness etc. (ID 254, 45-54, Female, Staff)

There have been significant efforts to improve access for people regardless of their impairment in the last few years. (ID 153, 45-54, Female, Staff)

The BBC has fantastic accessibility and inclusion in the workplace. (ID 95, 35-44, Female, Staff)
My observations are that the BBC is very positive and supportive of disabled staff in the workplace. Let’s keep this up! (ID 59, 35-44, Female, Staff)

**BBC does not always provide an accessible and inclusive workplace**

I had a disabled wheelchair user working for me and she was unable to access all the sites that I and other colleagues were able to. Doors were another issue. Carpet made it difficult for her to wheel herself. (ID 267, 25-34, Female, Staff)

Some technology especially IT often not as accessible as it could be. (ID 259, 45-54, Male, Staff)

We had someone in this department who left the BBC because the special help for him as a disabled man was so poor, and not as promised. (ID 76, 25-34, Female, Staff)

I feel this is mostly true. It very much depends on the building you are working in. W1 project has incredibly good facilities as does the Media Village, however older sites fail miserably. I feel confident that the BBC will do its best to facilitate for disability. (ID 86, 25-34, Male, Staff)

**Access depends on the type of disability**

In theory this is the case although it may depend on the disability. My experience has been one of being sidelined. The perception is that I should be grateful for having a job at all. Career prospects are minimal. (ID 272, 45-54, Female, Staff)

It proudly displays those with visible disabilities, but struggles with invisible ones. (ID 214, 45-54, Male, Staff)

Recognition and awareness for some disabilities is lacking. (ID 192, 25-34, Female, Staff)

**Time taken to implement**

A number of staff referred to the length of time taken for modifications to be implemented and the difficulties involved in such processes.

Accessibility aids take too long to arrive (ID 195, 45-44, Male, Staff)

Internal arguments about who is going to fund certain pieces of equipment can slow the individual employee down in being able to access them. (ID 51, 25-34, Female, Staff)
When it comes to getting IT to help with requirements - that can be sticky minefield that can take 2 months to sort out (ID 187, 35-44, Female, Staff)

**SUMMARY**

On the whole respondents are positive about accessibility for disabled staff with only around a sixth stating that this could be improved. In most cases, there is an understanding that changes have been made where possible and where realistic to provide an inclusive and accessible workplace for all. However there is evidence that more may need to be done to improve inclusion and accessibility for some disabled people and to ensure that technologies are implemented quickly and do not require lengthy and difficult procedures.

5.6 Question 6: Have you witnessed or personally experienced any behaviour which you felt was discriminatory in any way in the last 12 months

Around a third of respondents said they had witnessed or personally experienced any discriminatory behaviour in the last 12 months.

5.7 Question 7: If so, on what basis did the discriminatory behaviour take place i.e., race, sexual orientation, disability, age, those belonging to a particular religion, gender and can you share what happened

Comments in response to this question came almost exclusively from those who stated that they have seen or experienced discriminatory behaviour. They referred to discrimination on a variety of grounds, such as ethnicity and religion, gender, age, disability and sexual orientation.

**Gender**

I have seen young, female members of staff being shouted at and berated for matters beyond their control by an older male member of staff reducing them to tears. I suspect this would not have happened if the irate male had been dealing with older, or a male member of staff. (ID 6, 35-44, Female, Staff)
Female staff returning from maternity leave are deemed as having no ambition and are no longer scheduled onto high profile shows. (ID 207, 35-44, Female, Staff)

In a board when I was the only female on the short-list I was asked whether I had the gravitas for the job - the men were not asked this question. (ID 238, 45-54, Female, Staff)

Gender. I’m paid less than men on lower grades or with less experience. (ID 277, 45-54, Female, Staff)

**Age**

I’ve seen widespread discrimination based on age. (ID 133, 35-44, Male, Staff)
I have seen interview candidates discriminated against because they were thought to be ‘too old’ for the role. (ID 138, 35-44, Female, Staff)

**Ethnicity**

I am constantly having to explain to colleagues that I don’t drink because I am Muslim. But this is really treated with a sense of unimportance. Whereas colleagues from other religions are given more consideration. (ID 1, 35-44, Female, Staff)

Yes, race discrimination, all the ethnic minorities on the project I work on (which is for ethnic minorities) have been denigrated in some way. (ID 55, 25-34, Female, Staff)

One of my senior managers described the few black and Asian staff as “difficult to manage” and I think that reflects the attitude of the network. (ID 67, 35-44, Male, Staff)

There has been a striking disappearance from the global news division’s commissioning team of women and people from ethnic minorities, in a big reshuffle. (ID 129, 35-44, Gender not given, Staff)

**Disability**

The treatment of a colleague with a disability over a number of years has been pitiful and bordering on unlawful. (ID 251, 45-54, Male, Staff)

Disability. A well-known BBC personality was making mocking comments about someone’s disability in front of a number of people. (ID 99, 35-44, Female, Staff)
Discrimination takes many forms, I have witnessed a very subtle marginalisation of disabled staff. By patronising, not including, and not investing in a person it is an easy way to push a person out of the organisation. (ID 13, 25-34, Female, Staff)

**Sexual orientation**

I think the BBC discriminates (without realising it) against gay people in the organisation (ID 58, 45-54, Female, Staff)

I have seen homophobic comments on two occasions, the target laughed it off but really that shouldn't happen. (ID 122, 35-44, Male, Staff)

**Other**

Hearing that a senior member of staff in development only employs ‘good looking people’ (ID 49, 25-34, Female, Staff)

It's common to hear derogatory remarks about poor people, who, significantly, are not included in your list. (ID 87, 45-54, Male, Staff)

**SUMMARY**

Of those who comment that they have witnessed or personally experienced behaviour which they felt was discriminatory in the last 12 months, the discrimination is felt to cover a range of aspects such as ageism, sexism and discrimination based on ethnic groups or disabilities.

**5.8 Question 8: What do you think is the most pressing equality and diversity issue the BBC should address as an employer?**

The vast majority of comments referred to a need for greater diversity and equality, both within the workplace, particularly within management, and also with regards to what is broadcast by the BBC.

**Greater diversity**

Not enough people from diverse backgrounds in management who understand the wider community. Not enough people from diverse backgrounds directing or producing programmes. (ID 253, 35-44, Male, Staff)

Equal pay and opportunity for all. (ID 207, 35-44, Female, Staff)
The lack of individuals from ethnic minorities in strategic and executive positions. (ID 0, 25-34, Female, Staff)

Making sure diversity is engrained at all levels of employment, and that the right people are getting jobs as opposed to giving it to a ‘mate’ or someone’s daughter or son. (ID 49, 25-34, Female, Staff)

As previously discussed, it is essential for programming to be more than just tokenism and that diversity can come through the production team. (ID 2, 25-34, Female, Staff)

**Recruitment**

A notable proportion of respondents referred to a need for improvements in equality and diversity with respect to the recruitment processes.

Its recruitment practices and procedures. (ID 2, 45-54, Female, Staff)

Advertisement of opportunities and persuading unrepresented groups that there is no reason for them not to work here (ID 20, 45-54, Male, Staff)

The composition of the workforce. This is an issue that is much bigger than the BBC so hard to address in terms of recruitment pools (journalism continues to be dominated by white males, human resources professionals tend to be white females), but the trick is in attraction - excellent candidates from diverse backgrounds are out there. If the BBC really wants to pack a punch in terms of creating a more equal society, this is a good place to start. (ID 233, 45-54, Female, Staff)

Making sure diversity is engrained at all levels of employment, and that the right people are getting jobs as opposed to giving it to a ‘mate’ or someone’s daughter or son. (ID 49, 25-34, Female, Staff)

**Age, Class and Ethnicity**

There was also a particular focus on the workplace bias towards younger, middle class and white staff.

Age discrimination - particularly for older (female) presenters. (ID 128, 35-44, Male, Staff)

Getting a wider amount of backgrounds, especially class I think, represented in the staff. (ID 112, 18-24, Female, Staff)

Age discrimination seems to be a big issue with the BBC as an employer, with older people being excluded from more junior roles. (ID 138, 35-44, Female, Staff)
Younger is better - isn’t true. Older women should not feel they are "passed it" if they have an on/air/on screen role - we don’t do this with men. (ID 102, 35-44, Male, Staff)

Age discrimination. The UK has many people over 50 - the BBC workforce has a small percentage of staff over 50. (ID 254, 45-54, Female, Staff)

Employing more people from working-class backgrounds and enabling women to progress at work. (ID 202, 35-44, Female, Staff)

More focus in recruitment amongst the white working class population and to continue to recruit from ethnic minorities, the disabled and the lesbian & gay community. (ID 227, 45-54, Female, Staff)

More black and Asian staff working at a high level in production and management. Oh, and why are there so few older employees around the BBC? That is one area where you fail very badly. (ID 137, 45-54, Male, Staff)

**SUMMARY**

Staff respondents would like to see more diversity in the work-force and within management and there is particular reference to age, ethnicity and class. Changes in the recruitment processes are identified as one means of achieving greater diversity. Staff also reiterate the importance of a diverse workforce at the BBC, both on-screen and off, and at both junior and senior levels within the organisation.

**6. OTHER**

**6.1 Question 1: Do you think there is anything missing in our plans?**

Public respondents gave a wide variety of individual comments, many reflecting issues already mentioned. However some of these comments followed common themes as summarised below.

*Fair and inclusive range of people and representation/balance*

Many respondents commented that BBC programming should be fair and inclusive in the range of people it represents. While some felt the BBC should endeavour to ensure all groups are included and represented, some
commented that the BBC should not marginalise the majority, including ordinary British people and Christians, for the sake of the minority.

Reflect on the British majority not minority (ID 896, 55-64, Male, Public)

Yes. There must be a fair and inclusive approach to determining the "range of people" and the "different backgrounds" to be included. (ID 1342, 45-54, Female, Public)

We will make sure that traditional, majority and long-held views are proportionately and reasonably presented, while also ensuring that radical, minority and avant-garde views are given a fair airing too. (ID 1428, 35-44, Male, Public)

Reflect groups proportionately

Again, in trying to please everyone, you are in danger of focusing on minority views/ needs which do not represent the vast majority of the population. It is essential to introduce some form of weighting to ensure that representation is balanced according to the national picture and the core values held. (ID 1034, 45 to 54, Male, Public)

Yes - can you accurately describe the profile of your customers and demonstrate that your resources and effort are proportionately applied as they would be in the business world? Who are you answerable to? Your six objectives clearly focus on minority groups which is not the general profile of the UK. (ID 1817, 35 to 44, Female, Public)

Implementation/Accountability

The issues of implementation and accountability were also raised. Respondents wanted to know how the equality objectives will be achieved and how will they be measured.

I would like to see more detail on how you intend to achieve these objectives and how will the BBC track and measure themselves against them? (ID 871, 25-34, Male, Public)

Visibility and measurement of these objectives. (ID 973, 45-54, Female, Public)

we will hold ourselves accountable to these objectives and publish our performance against them. (ID 1395, 25-34, Male, Public)

Yes. Specifics of how you will do any of these things, and how they will be evaluated. To be quite honest, this is quite typical of strategies I have been consulted on before and is at huge risk of being a tick-box exercise.
It all sounds great but is also really wishy-washy. Without anything more concrete I imagine that within the space of a day you could say that you have achieved all these aims without having to do anything very differently. If you mean business with this and really do want to make a difference, you need to commit to real user-involvement and participation, have tangible and transparent aims, and be

Some actual percentage objectives... if you are serious put some figures in there and sack managers if they don’t deliver. Simple! (ID 40, 45-54, Female, Staff)

On diversity, no clearly argued and justified targets so the BBC knows when it has done not enough, enough or too much. (ID 50, 45-54, Male, Staff)

Quality programmes

Respondents commented that the BBC’s focus should be on making quality programmes and that it is important for audiences to be reassured that emphasis on diversity and equality would not detract from the quality of programmes.

Yes. How to make better quality programmes regardless of so-called diversity. (ID 859, 55-64, Female, Public)

A mission statement that none of this happens at the expense of your current quality (ID 925, 55-64, Male, Public)

We will not compromise on quality. (ID 1367, 25-34, Male, Public)

It is not clear that these objectives are subordinate to the much more important objective: to inform and entertain. (ID 873, 35-44, Male, Public)

Independently evaluated. (ID 979, 35-44, Female, Public)

Responses from BBC staff were different in their emphasis: while some respondents still referred to the need for accountability and feedback, as well as the need to consider the majority as well as the minority, staff also mentioned other issues such as the need to review recruitment and training procedures to ensure diversity in the workforce at all levels. Staff also mentioned that commitment and support will be needed to ensure the objectives are worked towards rather than simply ‘paying lip-service’ to them. Other staff respondents felt that it is important to employ ‘the best person for the job’ rather than concentrating on issues of diversity.
Recruitment and training

How about this: We will develop selection procedures which give people from different places and backgrounds a fair chance to compete for jobs, regardless of ethnic or national origin, age, or gender. (ID 22, 45-54, Female, Staff)

I think that attached to the fourth one we should look hard at our recruitment policy and include longer term mentors for staff who come in via non degree routes. I also think we need to educate middle management in certain areas (ID 27, 55-64, Female, Staff)

Great statements of intent but are they meaningful?? I’ve heard so much lip service paid to this kind of thing only to hear individual stories of exactly the kind of people we need to encourage and nurture being unsupported and undermined. We need much more mentoring for new staff and much more getting managers/editors out into the broader community. (ID 65, 45-54, Female, Staff)

We still need to have the best people for the best jobs, irrespective of what ‘equality’ box they fit into. It is insulting to be given a job on the strength on ones age, ethnicity, disability, rather than being the best person for the job. (ID 103, Age and gender not given, Staff)

Commitment and help to make it happen

We should make sure all our staff understands the importance of equality and is able to deliver what we have set out to do (ID 56, 35-44, Female, Staff)

Funding needs to be attached to these targets, otherwise people may just pay lip service to them. (ID 138, 35-44, Female, Staff)

SUMMARY

Whilst a variety of responses were given to this question, some reflecting areas already mentioned, the most important aspects missing for the staff and the public were that the equality objectives should be measurable and achievable. Also the staff believed that there needs to be support and commitment to make the objectives happen along with changes to recruitment and training procedures.

6.2 Question 2: Is there anything else you want to tell us in relation to equality and diversity?
Again, public respondents gave a wide variety of individual comments to this open question, many reflecting issues already mentioned. However some of these comments followed common themes as summarised below.

**Equality and diversity is important**

Some respondents felt that the BBC’s commitment to equality and diversity is important and encouraging, and they looked forward to visible improvements in this area.

Equality and diversity need to be at the heart of all that the organisation does - an ethos that is at the core of all programme making. (ID 176, 45-54, Female, Public)

Diversity should be an ongoing process, imbedded into the day to day working of an organisation and its people. To ensure this the BBC must create an environment where diversity is ‘everyone’s duty in service delivery’ (ID 188, 35-44, Male, Public)

I really hope that you do make some positive changes and that you do it properly without cutting corners. The BBC wields so much influence over the minds of so many in our society, this could be a fantastic opportunity to make positive change for many under-represented groups and impact on the lives of the people within those groups. I wish you all the best with it! (ID 979, 35-44, Female, Public)

It’s been more than 20 years since I joined the BBC and ‘the diversity issue’ was being tackled then. I’ve seen many initiatives and piecemeal progress following an outcry. I hope in another 20 years this is no longer an issue because the BBC will have truly embraced diversity. I’ll turn on the news channel and see a range of presenters from a variety of backgrounds rather than current crop from the Cotswolds. I’ll watch the early evening programmes and be engaged by a wide range of characters, stories and experiences rather than mediocre mainstream content currently served up. I’ll tune into local radio and hear a range of voices, rather than the usual dull characters from similar backgrounds spouting the usual established views. I’ll tune into regional TV and be able to tell I’m in a different part of the country. (ID 82, 35-44, Female, Staff)

**Seek advice on correct representation of groups**

Some felt that in order to accurately reflect the many facets of modern British society, different organisations and groups should be consulted to ensure fair and accurate representation by the BBC.
There should be representatives at the BBC from different ethnic groups and they should sit down to decide what diversity programs mean. People from different ethnic groups then have a person they can talk to and reflect their opinions. Those representatives should be selected based on democratic votes. (ID 30, 45-54 Male, Public)

Yes - listen for advice from organisations like Outrage and Transmediawatch before doing anything really regarding GLBT. And don’t forget men and women with a transsexual medical history or intersex condition do not always feel part of the GLB community or any other. (ID 198, 35-44, Female, Public)

**Accurate representation of groups within society**

Respondents from different groups, such as those with specific disabilities or certain religious beliefs, used the opportunity to comment that their own particular community or group would like to be accurately and fairly represented by the BBC. Respondents also commented that any representation should not be stereotypical or tokenistic.

You will not succeed by relying on stereotypes and tokenism. Equally, when members of discriminated groups are portrayed, they need to be presented as people who happen to be (whatever it is) and not have their status as a member of a minority group be the main thing about them (ID 2126, 55-64, Male, Public)

**Gay and Lesbian**

Not all minorities want to be pandered to. I’m gay but generally couldn’t care less whether gay people are portrayed "equally" on television. More than anything, I just don’t want to be patronised. (ID 41, 35-44, Male, Public)

I can only reiterate my concern at the lack of understanding and sensitivity the BBC show the gay community. It feels as though BBC concept of diversity is based on BME groups and excludes most other groups. There is a genuine anger at the BBC in the gay community and the BBC will never develop a meaningful diversity strategy until the work on the institutional homophobia in the news, TV programmes and PR (ID 1032, 45-54, Male, Public)

**Christian**

I would like to be able to watch BBC without being offended as a Christian. I am not radical and would like my faith to be respected on BBC as much as other views are. Let’s be adult about this - we are a diverse society. (ID 286, 55-64, Female, Public)
It is annoying how Christians are portrayed on TV. It is extremely irritating how other religions are protected at the expense of Christianity. It is a sad reflection today how the Christian faith is dismissed as irrelevant, first and foremost this is a Christian country. (ID 802, 65-74, Female, Public)

**BBC should reflect society accurately/not over represent minority groups**

Diversity does not mean employing an abnormally large number of young people, ethnic minorities and gay people. It means reflecting our society accurately, fairly and impartially. It means respecting the wide ranging views of people of all ages, beliefs and cultures. It means avoiding giving offence where possible as long as truth is not compromised. (ID 793, 45-54, Male, Public)

Treat everyone equally, don’t ask for race, sex, religion, gender, sexuality or age when deciding whether or not to include them on a programme of yours, that way, there will be no-one missing out on a job because they are one thing when you want another. (ID 1677, 16-24, Male, Public)

I think equality and diversity should go hand in hand. No child should be excluded from our content because of the colour of their skin, and yet in so many cases I have seen exactly this - white children having their contributions dropped and replaced with black children, even in instances when there were genuinely no black children in an entire school where we recorded. Diversity means giving all children an equal chance, and representing all children too. Where are the disabled children on CBBC? Or the Chinese children? (ID 5, 25-34, Male, Staff)

The BBC is far too London-centric. This goes someway to explaining why so few programmes are made about the north of England and why fewer listeners/viewers watch BBC programmes the further north you go. Only by having the majority of production teams and commissioners living and working in different parts of the country will be the BBC ever be able to truly understand all its audiences and be able to reflect them better in its programmes. (ID 25, 45-54, Female, Staff)

**BBC should not give too much emphasis to equality and diversity**

Some respondents felt that the BBC should not concentrate too much on equality and diversity, and not try too hard, but rather focus on delivering excellence in programming and providing entertainment and information for the population as a whole, which should therefore reflect all of society.

Equality and diversity is not something that should be concerning the BBC. That is NOT what it is there for. This is beginning to sound like something out of ‘Brave New World’. (ID 859, 55-64, Male, Public)
The Corporation places too much emphasis on trying to be politically correct. They must understand that not all of Britain is like the multicultural melting pot of London. We do not need ethnic diversity on every programme. (ID 861, 25-34, Male, Public)

Yes. The BBC could usefully stop vexing itself so self-indulgently over equality and diversity issues (invariably code for finding ways to advance certain groups at the expense of others and to push a specific ideological agenda on the public at large). It should concentrate on producing high-quality programming that might justify its extravagant and uniquely advantageous funding arrangement. (ID 911, 45-54, Male, Public)

The BBC is an institution with many programmes and presenters loved by Britain and the whole world regardless of race, sexuality, gender, disability, demographic background etc. I think it’s really important to note the things that don’t work so well, but perhaps place more emphasis on the programmes that do work as a template for the way forward. Would be nice if diversity wasn’t visible to the audience if it was just taken for granted. Non Issue. (ID 6, 25-34, Female, Staff)

**BBC should employ ‘best people for the job’**

Some members of staff commented that because management has been put under pressure to recruit people from certain backgrounds, those recruited are not necessarily the best people to fulfil the role effectively.

Equality and diversity is about individuals (i.e. everyone) in the BBC being open to opportunities for quality broadcasting and content. Not for some bizarre set of standards. Employ people that are good at their job and understand the need to embrace our rich culture. Don’t set out to employ people from particular backgrounds to fill particular roles, that is the road to mediocrity. (ID 1698, 45-54, Male, Public)

Equality and Diversity are self-evidently a good thing and most staff already live this out in their lives and in their programmes - there’s no need to start issuing the usual edicts as if we’ve all been operating as bigots! Having ‘Diversity Targets’ for senior managers has been catastrophic in some areas, with entirely unsuitable people being hired because they ‘tick a box’. Remember people are individuals, and that the audience is NOT stupid and can see through lip-service and tokenism (as can the staff)! (ID 26, Staff)

**Staff comments**
Some respondents discussed their experience of lack of equality and diversity in the BBC at the moment, whether in terms of ageism, sexism or class for example. There was a feeling also that while there may be diversity amongst ‘lower grade’ workers there is little diversity amongst senior management.

I think the BBC needs to think seriously about its approach to age. The media has long been associated with youth and a constant in-flow of new young talent is essential. However, there is a worrying tendency for people not to reach retirement in this industry, either because they are deemed to be ‘past their sell by date’ or because the pressures of work make it impossible to balance work with other commitments as people’s lives and responsibilities change. Our society is growing older and we need to reflect this on and off screen. (ID 44, 45-54, Female, Staff)

Attitudes towards women in technology and management could be better in some parts of the BBC. I don’t normally have a problem, but am often treated like a secretary because I am female, even though I have a lot of technical expertise. Equal pay - women tend to be paid less for doing the same work. (ID 51, 25-34, Female, Staff)

Given the stated aims of the BBC I’m deeply disappointed that I have to raise the issue of class diversity within the organisation as a major problem, not only because it exists but because it is being ignored! I have noted it throughout this survey because I want to reinforce how important an issue this is and how wrong it is to ignore it. (ID 165, 25-34, Female, Staff)

The industry in general has a tendency to expect new joiners to work for nothing to get a foot in the door. This can lead to entry being denied to those who don’t have a family well off enough to feed and house them during start up. The use of enthusiastic youngsters needs to be appreciated as a diversity issue. (ID 214, 45-54, Male, Staff)

**SUMMARY**

Responses from the public covered a range of areas, from those who felt that equality and diversity is very important and something the BBC should strive to achieve, to those who felt that the BBC should not try too hard as this leads to over representation of some minorities or that certain groups can be misrepresented or stereotyped. Equally many members of BBC staff thought that diversity and equality is important to reduce experience of sexism and ageism for example within the organisation and that in particular there should be greater diversity amongst senior managers. However some felt this can sometimes lead to a situation where the best person for the role is not recruited in order to fulfil diversity targets.
APPENDIX A: PROFILE OF RESPONDENTS

The BBC is committed to ensuring that it listens to the views of a wide range of licence fee payers and therefore the consultation also gave respondents the opportunity to provide some personal profile information. When comments are used to illustrate the findings, the age and gender of the respondents is noted, where this information was provided.

PUBLIC CONSULTATION

The following tables show the available demographic information for the 4,195 respondents to the online public consultation:

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<td>35-44</td>
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### Gender identity same as assigned at birth

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<td>Hinduism</td>
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<td>Scotland</td>
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<td>Wales</td>
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<td>Northern Ireland</td>
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<td>3%</td>
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<tr>
<td>Other</td>
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### STAFF CONSULTATION

The following tables show the available demographic information for the 287 respondents to the online staff consultation:

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### BBC Division

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<td>BBC Future Media</td>
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<td>11%</td>
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<td>BBC Finance</td>
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<td>8%</td>
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<td>BBC People</td>
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<td>5%</td>
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<td>BBC Global News</td>
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<td>5%</td>
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<td>5%</td>
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<tr>
<td>BBC English Regions</td>
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<td>5%</td>
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<td>3%</td>
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<td>BBC Scotland</td>
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<td>BBC Marketing</td>
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<td>BBC Wales</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>BBC Operations Group</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>BBC Northern Ireland</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>BBC Journalism HQ</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>271</strong></td>
<td><strong>100%</strong></td>
</tr>
<tr>
<td>Age</td>
<td>Number of respondents</td>
<td>% of overall total</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>16-24</td>
<td>8</td>
<td>3%</td>
</tr>
<tr>
<td>25-34</td>
<td>68</td>
<td>25%</td>
</tr>
<tr>
<td>35-44</td>
<td>96</td>
<td>35%</td>
</tr>
<tr>
<td>45-54</td>
<td>90</td>
<td>33%</td>
</tr>
<tr>
<td>55-64</td>
<td>12</td>
<td>4%</td>
</tr>
<tr>
<td>65-74</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>75-84</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>85 or over</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>275</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number of respondents</th>
<th>% of overall total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>120</td>
<td>44%</td>
</tr>
<tr>
<td>Female</td>
<td>152</td>
<td>56%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>272</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disability</th>
<th>Number of respondents</th>
<th>% of overall total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>38</td>
<td>14%</td>
</tr>
<tr>
<td>No</td>
<td>237</td>
<td>86%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>275</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Domicile</th>
<th>Number of respondents</th>
<th>% of overall total</th>
</tr>
</thead>
<tbody>
<tr>
<td>England</td>
<td>249</td>
<td>91%</td>
</tr>
<tr>
<td>Scotland</td>
<td>9</td>
<td>3%</td>
</tr>
<tr>
<td>Wales</td>
<td>8</td>
<td>3%</td>
</tr>
<tr>
<td>Northern Ireland</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>274</strong></td>
<td><strong>100%</strong></td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Number of respondents</td>
<td>% of overall total</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>White British</td>
<td>180</td>
<td>67</td>
</tr>
<tr>
<td>White Irish</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>White Traveller</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other White</td>
<td>24</td>
<td>9</td>
</tr>
<tr>
<td><strong>Total White</strong></td>
<td><strong>208</strong></td>
<td><strong>78</strong></td>
</tr>
<tr>
<td>Indian</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>Pakistani</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Bangladeshi</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Asian Other</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Asian</strong></td>
<td><strong>13</strong></td>
<td><strong>5</strong></td>
</tr>
<tr>
<td>Black African</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Black Caribbean</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>Black Other</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Black</strong></td>
<td><strong>17</strong></td>
<td><strong>7</strong></td>
</tr>
<tr>
<td>White and Asian</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>White and Black African</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>White and Black Caribbean</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Mixed Other</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total Mixed</strong></td>
<td><strong>18</strong></td>
<td><strong>6</strong></td>
</tr>
<tr>
<td>Chinese</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Any other Ethnic Origin</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total Other</strong></td>
<td><strong>11</strong></td>
<td><strong>4</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>268</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender identity same as assigned at birth</th>
<th>Number of respondents</th>
<th>% of overall total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>267</td>
<td>98%</td>
</tr>
<tr>
<td>No</td>
<td>6</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>273</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
### Work and live in gender role opposite to that assigned at birth

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of overall total</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>255</td>
<td>96%</td>
</tr>
<tr>
<td>Yes</td>
<td>10</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>265</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Sometimes adopt the gender role opposite to that assigned at birth

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
<th>% of overall total</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>265</td>
<td>99%</td>
</tr>
<tr>
<td>Yes</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>267</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Religion

<table>
<thead>
<tr>
<th>Religion</th>
<th>Number of respondents</th>
<th>% of overall total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christianity</td>
<td>100</td>
<td>37%</td>
</tr>
<tr>
<td>Islam</td>
<td>14</td>
<td>5%</td>
</tr>
<tr>
<td>Buddhism</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Hinduism</td>
<td>4</td>
<td>1%</td>
</tr>
<tr>
<td>Sikhism</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>12</td>
<td>4%</td>
</tr>
<tr>
<td>None</td>
<td>137</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>272</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Sexual Orientation

<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th>Number of respondents</th>
<th>% of overall total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heterosexual</td>
<td>234</td>
<td>88%</td>
</tr>
<tr>
<td>Gay</td>
<td>15</td>
<td>6%</td>
</tr>
<tr>
<td>Bisexual</td>
<td>7</td>
<td>3%</td>
</tr>
<tr>
<td>Lesbian</td>
<td>11</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>267</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>