BBC Comply for Productions

Contents

Contents

The compliance form

In the BBC compliance responsibility lies with output teams, alongside editorial responsibility. **The Editorial Guidelines**, referrals to, and advice from Editorial Policy, can inform the judgments that are essential to the editorial compliance of BBC output. Knowledge of the Guidelines is essential and all makers of content for the BBC are contractually obliged to work within them.

The BBC compliance obligations require that all content that is NOT live is reviewed before broadcast or publication and the results of that review is recorded and kept. BBC Comply is one of the systems provided for that purpose and holds records as 'compliance forms'.

The BBC requires all Production Executives responsible for content to complete and sign the compliance form to confirm compliance with the Editorial Guidelines, to demonstrate that it has a robust compliance process and to ensure high ethical and editorial standards are being maintained.

It is therefore essential that the form itself is completed by a senior member of the production team (Producer level or above) who is familiar with the content and who has viewed the final edit. It is a requirement that all forms (for both independent and in-house programmes) must be signed by the BBC Executive Producer.

More detailed information for the BBC Content Division can be found in the Compliance Policy document on the **BBC Commissioning** website.

To navigate to a specific section of this helpcard, please click on the relevant heading within the **Navigation** section.

How to get access

To request access to BBC Comply, please contact your Team Administrator. If you do not have or do not know your Team Administrator, please **contact BBC Compliance using this form**.

Navigation

The options in the navigation will depend on your permissions.

When you open BBC Comply, the landing page will automatically open. The navigation bar will be displayed on the left:

Home: Opens the landing page

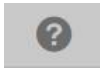**Programmes**: Create new compliance forms, or search for existing forms for a programme.

Programme History: See all forms alongside all transmissions for all versions of a given core UID

Forms: View all forms for all versions of a programme in the system for a given core UID

Help: For helpcards, an overview of compliance, help with compliance questions, and release notes. You can also contact the support team from here.
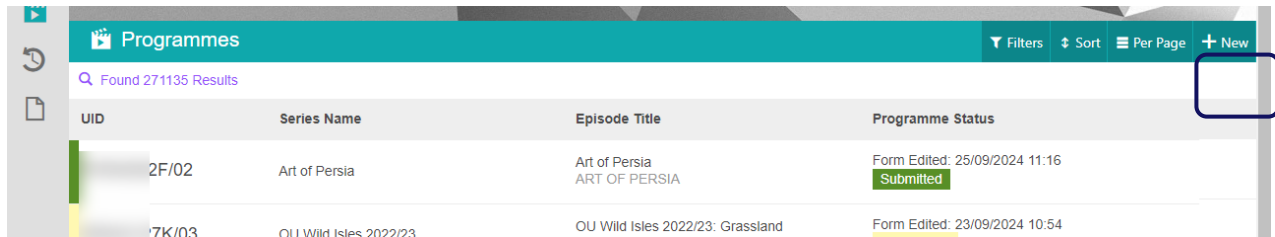
Expand: Widens the navigation bar so you can see the headings in the navigation

Create a new compliance form for a programme

To create a new form:

➡ Click on **Programmes**
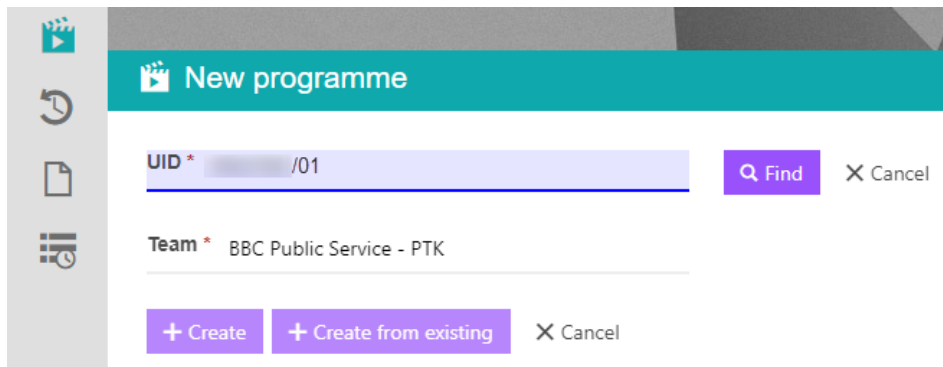
➡ Click on **New** on the right

➡ Alternatively, click on **Programmes** and select **New Programme**

Firstly, you need to find your programme via the UID to confirm the programme details from the BBC's commissioning system. If the UID is found, the high level details about the programme you are creating will be displayed so you can confirm it is the correct one.

➡ In **UID**, type the Unique ID for your content including the version number of the programme you wish to create, for example ABCD123A/02, and click on **Find**

➡ Click on **Create** to create a new form for the programme, or

➡ Click on **Create From Existing** to copy details from a pre-existing compliance form to a new form; this is particularly useful if you are creating a new version of a programme which has been edited and has a new suffix, such as /02

If a compliance form already exists for this programme, the details will be displayed, along with the current programme status:

Once a new compliance form has been created, the programme details for the new compliance form will display, and its status will automatically be set to 'In Progress'.

> For further details about the different statuses of compliance forms, please refer to the **Form Status** section of this helpcard.

UID not found

If the UID is correct but the programme cannot be located in the BBC's commissioning and scheduling system, for example a programme with late delivery, the following message will display:
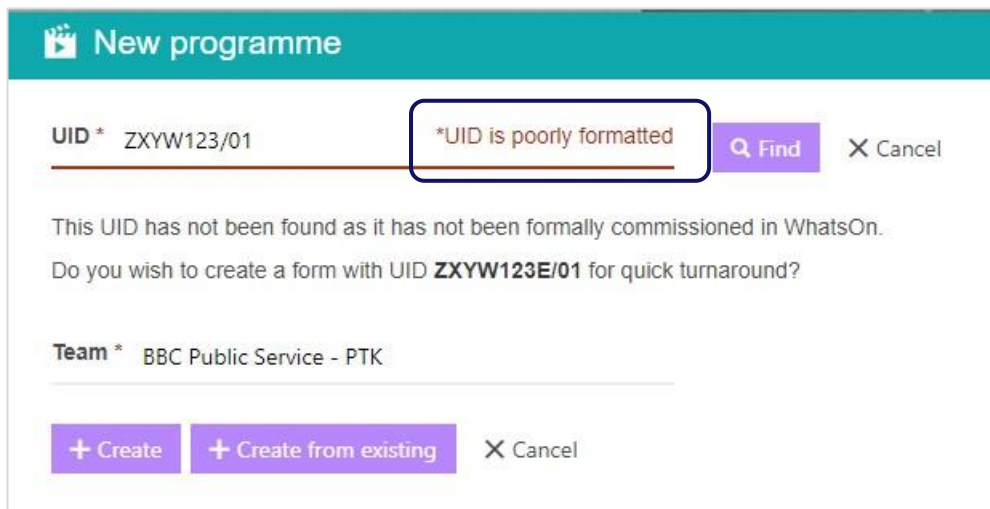
If you are certain this is the correct UID, you can still create a compliance form.

➡ Click on **Create**

Invalid UID

If the UID you entered is invalid for example it isn't in the right format, you will receive a message saying the "UID is poorly formatted".

The correct format should be LLLLNNNL/NN, where L is a letter, and N is a number.

Open a programme

Now that the form has been created, you can open the form to view and complete it.

To open a programme:

➡ From the **Programmes** page click on the relevant row

The programme is split into two sections:

☐ **Programme**. Details about the programme, based on its UID

☐ **Form**. Details of the current form for that programme

The Programme tab

The Programme tab displays the details of the programme.

The Commissioning Information section is not editable as the data will automatically be populated by the BBC's commissioning and scheduling system.

Your permissions will depict what you will or won't see in the Programme tab.

➡ In **Programme Summary**, type a short summary (not a full synopsis) for the programme

➡ In **Alternative Title**, type your own title if the one shown isn't what you expect. The Alternative Title does not feed through to any other part of the system; it is optional and is for your own use

➡ In **Original BBC Executive**, type the name of the BBC Executive who was originally responsible for the programme

➡ In **Current BBC Executive**, type the name of the new BBC Executive responsible for the programme if it has changed from the original

➡ Select **Pre-** or **Post-watershed** based on when your programme was commissioned for

Pre- or Post-watershed is mandatory, and one option must be selected to move to the next part of the form.

➡ In **Programme Includes**, indicate if any of the options available have been included in your programme; when a 'Programme Includes' option is selected, a text box will display so further details can be entered

➡ On a new form, the **Restrictions** section will be blank. This section is Read Only, and is used when a programme is being considered for repeat; if you have the relevant permissions, it will display any restrictions on the content

➡ Once changes have been made, click on **Save**

A red flag will display in the Programme tab, in the Commissioning Information section, if a red flag complaint has been reported.
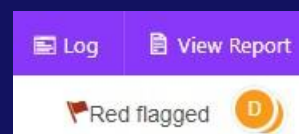
To access the compliance form related to the programme:

➡ Click on **Form**

The Form tab

The form is split into four main sections which are shown at the top of the form:

▢ **Transmissions**. Select or enter the transmissions or publications you are aware of for the programme. Available transmissions from the schedule are shown beneath, and can be selected

▢ **Compliance Events**. Add compliance events for the programme to identify issues or concerns which should be flagged prior to TX

▢ **Referrals**. Add details of any referrals that have been made for specific compliance events, for example to the BBC's Editorial Policy team or Legal department
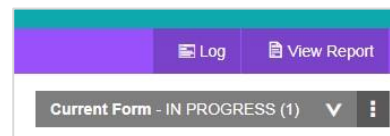
- **Sign Off**. Production and BBC Executive confirm the programme has been viewed, that the information in the form is detailed and accurate, and the programme has been made and delivered in compliance with the BBC Editorial Guidelines and is suitable for the TX slot(s) that is assigned in the form

Each of these sections is explained in more detail later in this helpcard.

Form Status

In the top right, the form will display one of the following statuses:

- **In Progress**. The form has been started and someone is working on it; these forms can be edited

- **Ready for Submission**. Someone in the production has clicked Ready for Submission on the Sign Off section of the form. You can reject, sign off, or submit a form that is ready for submission

- **Submitted**. The BBC Executive has clicked Submit on the Sign Off section of the form and is happy with the compliance form; this form is locked preventing further changes. To make amendments, a new form must be created

- **Rejected**. There are errors within the compliance form, and it has been rejected. As soon as a form is rejected, it can be edited

The form's status will also be reflected in **Programmes**:

If a form was migrated from the old Compliance Manager system, **Migrated** will appear next to the status:
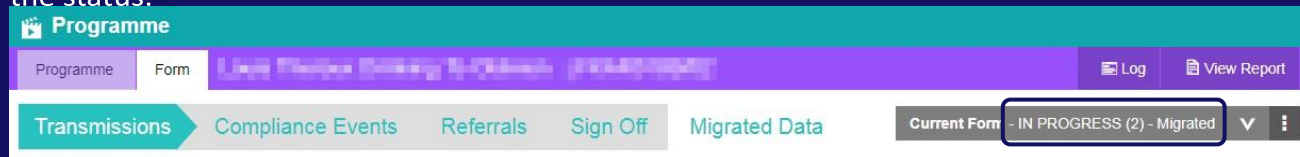
Transmissions

The transmission page is where all transmissions of their programme that you are aware of should be stated.

There are two ways to allocate transmissions to a compliance form:

- Select a scheduled transmission, or

- Manually add a transmission; this is useful if the programme has not yet been scheduled, or the production believes the programme is being scheduled at a time that isn't in the Scheduled Transmissions list

When selecting the transmission for a form, please remember you are complying this programme for those specific slot(s).

Denton codes and Notes from compliance managers will be visible in the Form tab in the Transmission section, against the specific transmission, if they have been applied. Notes from compliance managers will also be displayed.

Allocate available transmissions

To allocate an existing transmission or publication to the compliance form:

➡️ In **Transmissions**, in **Available Transmissions**, click on **Add to Current Form** for the relevant transmission you wish to allocate or attach to the form. The transmission will move from Available Transmissions to Complied Transmissions

If there is no 'Available Transmission' for the correct 'TX Date/Time', please refer to the **Manually add and allocate new transmissions** section of this helpcard.

In Complied Transmissions, the Form column shows which form has been linked to which transmission.

In the following example, Form 1 created in January was allocated against the first transmission. Then a new form (Form 2) is created a year later because the content is due to be repeated; it is allocated against the new repeat transmission. Then a third form is created and allocated, the year following, etc.

➡️ Click on **Compliance Events** to move to the next section of the form

To view the various forms, click on the drop down menu on the top right; by default, the drop down menu will always display the form you are viewing:
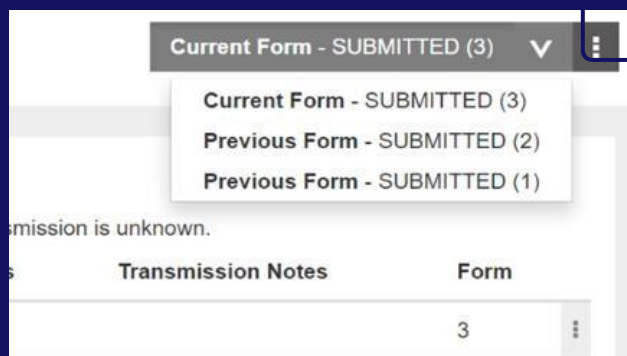

Manually add and allocate new transmissions

You will need to create a new transmission for the compliance form if the programme has not yet been scheduled and the Complied Transmissions section is empty, or if the programme is being scheduled at a time that isn't displayed in the Complied Transmissions.

To allocate a new transmission to the compliance form:

➡ Click on **Add Transmission**
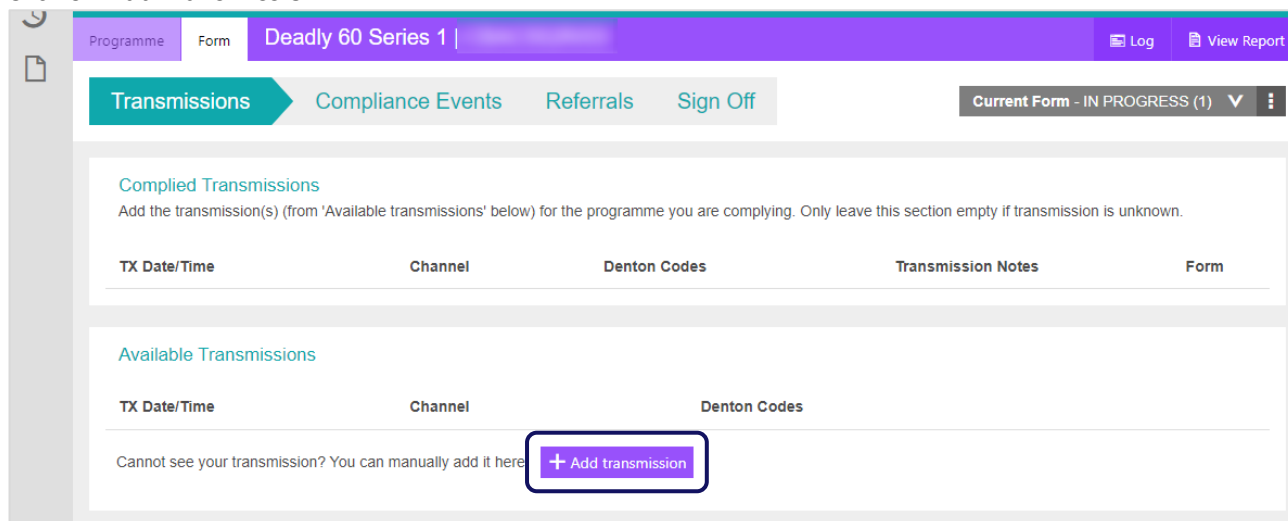
➡ From the **Channel** drop down list, select the relevant channel for the transmission

➡ In the date field, type the date of the transmission; alternatively, click on the calendar picker and select the date

➡ In the time field, type **Time**, state the time of the transmission slot; alternatively, click on the time picker and select the time for the

transmission slot

You will not be able to enter the time for the transmission until the transmission date is completed.

➡ Click on **Create**; the manually added transmission will be displayed in **Complied Transmissions**

➡ Click on **Compliance Events** to move to the next section of the form

Compliance events

A Compliance Event has three elements:

1. A timecode

2. Comments which provide more detail about the compliance issues

3. The compliance questions that have been applied

To complete a new compliance event:

➡ In **Timecode**, type the timecode for the beginning of the event; press Tab to move to the next section of the timecode

➡ In **Comments**, enter the details of the compliance event for that particular timecode.

➡ In **Questions**, in **Search questions**, begin to type the nature of the Compliance Question; as you type, the Compliance Question that contain the typed characters will display; click on the relevant question or use the arrow keys to select it and press **Enter**

➡ Alternatively, drag the Compliance Question from the left pane onto Questions for the specific timecode

Press Tab to quickly navigate through all the Compliance event fields.

Sometimes, several Compliance Questions might apply to a single event; for example, in a gritty drama, a scene might contain Strong Language (2) and Violence (8).

If a new event is created with the same timecode as an existing event, it will automatically merge with the existing event when the page is saved.

➡ To create a new Compliance Event, click on **+ New Event**. If you have a lot of events, create multiple New Events at the outset and then press Tab to complete them consecutively

➡ Once all the Compliance Events have been entered, click on **Save**

➡ Click on **Referrals** to continue to the next section of the form

For further details about Compliance Events, please refer to the **Guidance Notes** in **Help**.

Change the Compliance Events view

Compliance Events can be viewed in two ways:

- By **Timecodes** to order the timecodes and group all the events in that timecode

- By **Question** to order the events by question To change the view:

➡ Click on **Timecodes** or **Questions** as required

'All Events Expanded' shows the full comments by default. To reduce the comments to two rows only, click on 'All Events Expanded' to turn it off. If you wish to reapply it, click on 'All Events Collapsed':

Referrals

The BBC Comply system is ONLY USED TO RECORD whether the programme has been referred to anyone; it does not notify the referrer. This will assure the Compliance Managers that the production team has spoken to the correct people when they review the forms.

Please refer to the **BBC Editorial Guidelines** for more details about referrals.

➡ Click on the appropriate person or team shown at the top of the form; when one is selected, it will turn purple and the form will be displayed

➡ If **Mandatory Director, Editorial, Policy & Standards** is selected, from the **Mandatory Referrals** drop down list, click on the **No** option to toggle the required referral number and title to **Yes** and click on **Save**; if required, you can search for the referral number or title at the top of the window

To save scrolling down the list, search for the referral number or title at the top of the window:

For example, typing 'secretly' reduces the list to Referral number 7.

You can then click the No toggle to change it to Yes. You can continue searching and changing the No toggles for other mandatory referrals. When you have your last one selected, click on **Save.** If you want to see all of your selected referrals before clicking Save, clear the search criteria.

➡ In the **Issue** box, type details about the issue, and why it was referred

➡ For legal issues, you should only indicate the subject of the legal issue, such as contempt or privacy; YOU MUST NOT type in details about the advice given. Full details are provided in the **Guidance Notes** in **Help**

➡ In **First** and **Last Name**, type the name of the person you made the referral-to

➡ In **Role**, type the role of the person you made the referral to

➡ In **Date**, type the date the referral was discussed with the named person; alternatively click on

the Calendar picker 📅 and select the date of the discussion

➡ Click on **Save**

Depending on the compliance question selected, a referral might be recommended A yellow star will display to remind you to add the referral details.For example, if you select 'Strong, most offensive' language, a yellow star is added to'Channel Controller' to identify that this should have been referred:

Please add the detail of any referrals that have been made. If a referral type is highlighted with a star ★ below, adding referral detail is highly recommended.

+ Mandatory Director, Editorial Policy & Standards   + Other referral to Editorial Policy   + Legal   + Head of Department   ✕ Channel Controlle ⭐   + ITACU

No referrals have been added to this form.

✓ Channel Controller   ⭐

➡ Once the details of each referral for the content is listed, click on **Sign Off** to move to the last stage of the form

Sign Off

The BBC production team should complete the Production section of the Sign Off so the BBC Executive can give the final sign off.

Independent Production Companies

For independent production companies, the **Executive Producer** is responsible for signing off the compliance form in the Production section.

To confirm the form is ready for submission, either manually complete the Production section or click on the Head icon (see right) which will autofill your details; you will only need to manually enter the Submission Date.

Production 👤
First Name* Enter first name
Division/Company* Enter division/company
Submission Date* dd/mm/yyyy

➡ In **Production**, in the **First** and **Last Name** boxes, type your name

➡ In **Position**, type your role within the production

➡ In **Division/Company**, type your division if you work for BBC Studios, or your Production Company if you work for an independent production

➡ In **Phone Number**, type your contact telephone number

➡ In **Email Address**, type your email address at the Production Company or at the BBC

➡ In **Submission Date**, type today's date; alternatively, click on the Calendar picker 📅 and select today's date

➡ Click on **Save**; you can return to any section of the form to alter it, if required

➡ When the form is ready to be submitted, click on **Ready for Submission**

➡ In the confirmation window, in **Comments**, type some comments if you wish to alert the BBC Executive to anything

➡ Select the checkbox to confirm you have viewed the programme, and the information in the form is full and accurate

➡ Click on **Ready for Submission**; the form's status will change to 'Ready for Submission'

The production now needs to contact the BBC Executive to advise them the form is ready for sign off. Independent production companies, excluding BBC Studios, need to contact the BBC Independent Delivery Unit (IDU) team.

➡ Copy the URL for the form or note the UID for the programme

➡ Email the URL or UID to the relevant BBC Executive or IDU person advising them it is ready for sign off

> There is no system notification to the recipient. It is essential you advise them when the form is ready for their sign off.

The BBC Executive will then review and submit the compliance form to confirm it is complete and correct; this will change the status of the form to Submitted. When the form has a Submitted status, it cannot be edited.

There is no system notification from the Executive Producer or IDU to the production either. If the form has been rejected, the form's status will change and the BBC Executive or IDU contact will email the production to inform them.

Home

Home opens the landing page:

Programmes

The Programmes view shows the programmes with compliance forms. You will only see compliance forms relevant to your team.

The Programmes view will display the UID, Series Name and Episode Title of each form, and will also show the status of the form, and the date/time it was last edited:
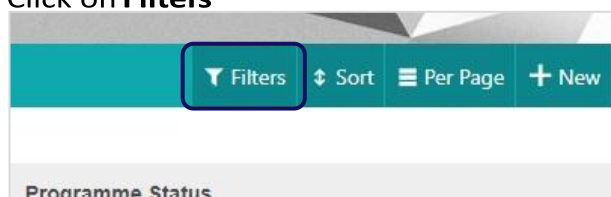
Use filters to find a programme

You can use filters to display compliance forms for programmes that only meet the criteria you specify.

To view the filter options available:

➡ Click on **Filters**

Apply filters

Filters can be applied using the following criterion:

- **Programme Details**
  By UID, Series Name, Original Title, Published Title, Alternative Title, Form Status, Programme Summary, Event Keyword

  > The **Event Keyword** filter allows you to search for keywords for compliance events across all your forms; for example, an Event Keyword filter using the keywords Tower and Fire would return all programmes which contain these two words in the form.

- **People & Teams**
  By Production, BBC Executive, Team, Supplier Name or Supplier Type

- **Dates**
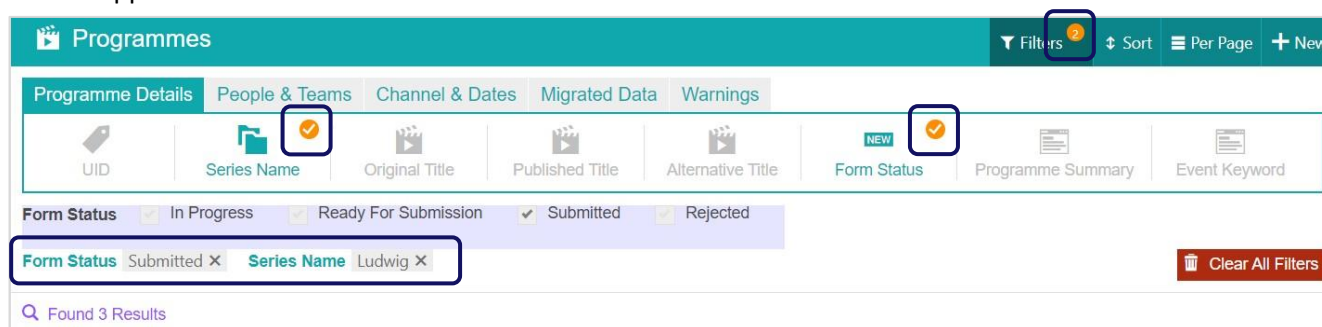 By Linked Tx Date, Last Edited Date or Tx Channel

- **Migrated** (to view forms from legacy systems)
  By Programme Name, Working Title, Episode Title, or Tx Date or Tx Channel

- **Warnings** (to view any forms with a red flag complaint)
  By Red Flag Case ID

As you select data for your filters, an indicator will display over the relevant heading to show the number of criteria applied:

➡ To minimise filters once they have been applied, click on **Filters** again

> If you view a programme from the Programmes homepage with filters applied, they will still be applied when you return to the Programmes page.

Clear filter

To clear a filter:

➡️ Click on the cross next to the specific filter; alternatively, click on **Clear All Filters**

Sort

Programme compliance forms can be sorted either by Last Edited or Series Name To sort your

programmes:

➡️ Click on **Sort**

➡️ Click on **Last Edited** or **Series Name** as required

➡️ Click on **Ascending** or **Descending** as required

Per page

➡️ Click on **Per page** to specify how many results you wish to view per page

Audit History of the compliance form

An audit history is automatically tracked for a compliance form. It shows the audit details of the sign off and when a new form is created.

To view the audit history:

➡ Open the compliance form for the relevant programme

➡ Click on **Log** in the top right corner (see right)

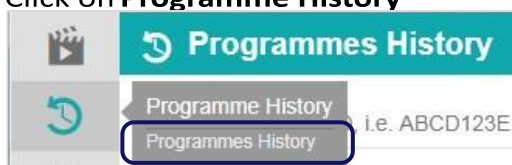The audit history will be displayed:

Programme History

The Programme History shows all forms alongside all transmissions for all versions of a given Core UID; it gives you a snapshot of the programme and its history. Any linked red flags, Denton codes and other indicators are also displayed.

To open the history of a programme:

➡ Click on **Programme History**

➡ In **Core UID**, type the UID of the programme (excluding the version after the forward slash), in the format LLLLNNNL, and click on **Find**

➡ Click on **Report** for the relevant programme version on the right of the schedule; A list of all transmissions for each version of the programme, and their associated forms, will be returned
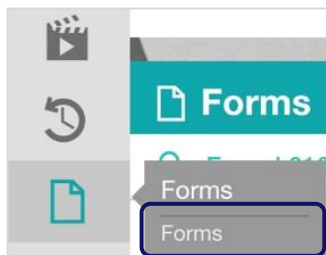
Forms

The Forms page displays all forms for all versions of a programme in the system for a given UID. It provides a quick snapshot of the forms and their current status (form status, last edited date, allocated transmissions), and also identifies whether the programme has any red flags, Denton codes, and if it is ready for TX.

To view all the forms in BBC Comply for a programme:

➡ Hover over **Forms** and click on **Forms**

➡ In **Search**, type your search criteria, for example the UID in the format LLLLNNNL/NN, and press **Enter**
A list of forms with that UID will be returned. In this example, all programmes containing 'Louis Theroux' were returned:

Help

- Link to the helpcards which guides users through BBC Comply

Please refer to Help to:

- Find out more about BBC Comply

- Contact Support via email, telephone or form

- Give Feedback

- View Release Notes

- Set your preferences

FAQs

Repeat programmes

If the programme is repeated shortly after, and is a straight repeat, you need create a new compliance form:

➡ Navigate to the latest submitted form.
➡ Click on the 3 dots in the top of the form page and then select 'New form' or 'Copy Form'. New form will append a blank form on the same UID. Copy Form will append a new copy of the most recent form on the same UID.
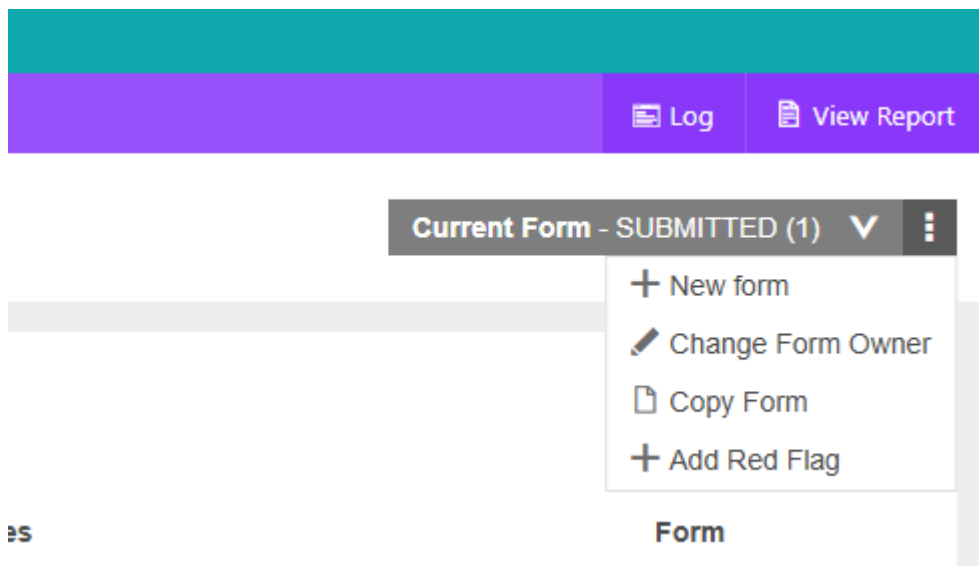
➡ If New form was selected, enter a New form reason and click on 'Create New Form'

OR

If chosen Copy form was selected, then enter the UID of the version that is being repeated, you will see a green tick once the UID format is met, then enter a New form reason.

➡ Finally, a summary of the copy will pop up, where you will need to choose Copy form again.

➡

Reversioned programmes

A reversioned programme is an edit of the original, for example this could be where swearing is bleeped, technical glitch is edited out or a SIGNED version of a programme. The original would normally have the suffix of /01, with subsequent versions being /02, /03 etc.
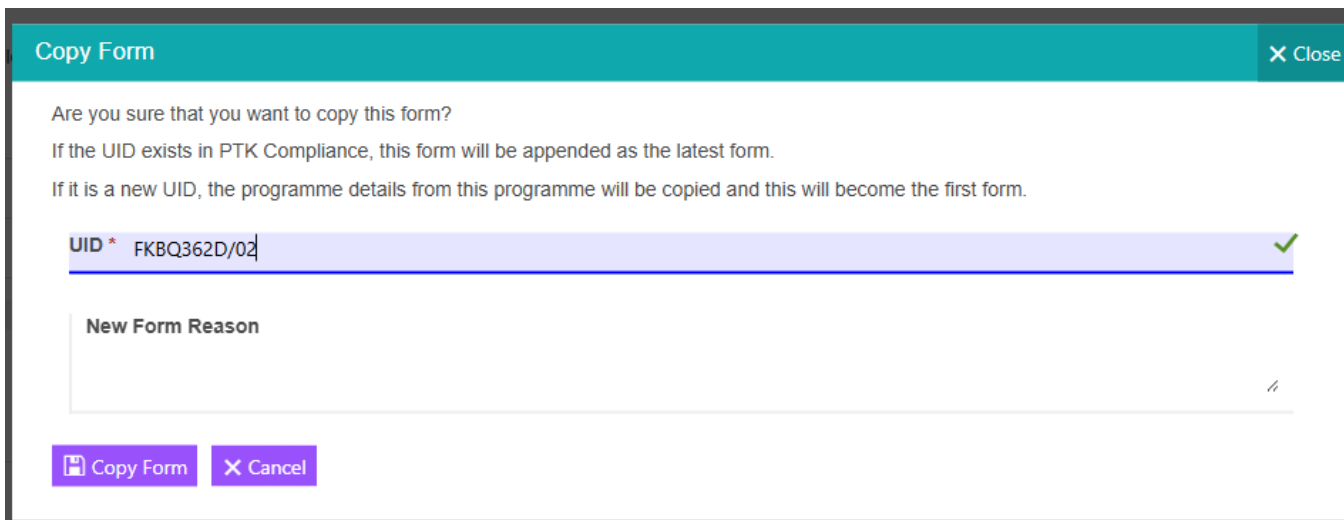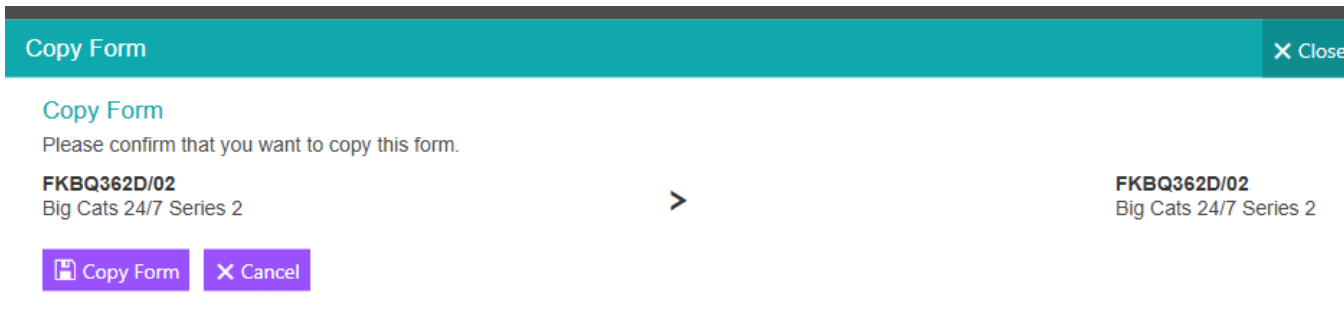
For programmes that are reversioned, this normally where new versions of a programmes will share the same core UID but have a different suffix; for example, if the programme already has versions with suffixes '/01' and '/02', the new version that would be typed here would be given the suffix '/03'

 Please make sure you only enter UID's that have been following an edit.

➡ Click on **Programmes** and select **New Programme**;

➡ In **UID**, type the UID for the new version of the programme. Normally, new versions of a programme will increase the suffix by one digit; for example, if the programme already has versions with suffixes '/01' and '/02', the new version that would be typed here would be given the suffix '/03'

➡ Click on **Find; i**f the form does not exist, a message will display confirming 'This UID has not been found as it has not been formally commissioned in WhatsOn'

➡ Click on **Create** to create a blank form, or **Create From Existing** to copy the information from an existing form.

➡ In **Select Programme to Copy**, type the UID for the programme you wish to copy the form from, select the version of the programme from the drop down list, and click on **Create**

➡ In **Series name**, type the name of the Series

➡ In **Episode name**, type the name of the episode

➡ Click on **Create**

All the details from the previous form will automatically be copied across to the new form and can then be edited and submitted as described earlier in this helpcard.

Print a report as a PDF

To PDF a report:

➡ In the **Form** tab, click on **Report** 📄

➡ When the report opens in the browser, right click and select **Print**

➡ From the printer menu, select **Print to PDF** as the printer option The resulting PDF can be saved or printed as required.

There are conflicts between the information stored in BBC Comply and WhatsOn

Periodically a banner may appear above the programme details when you open a programme:
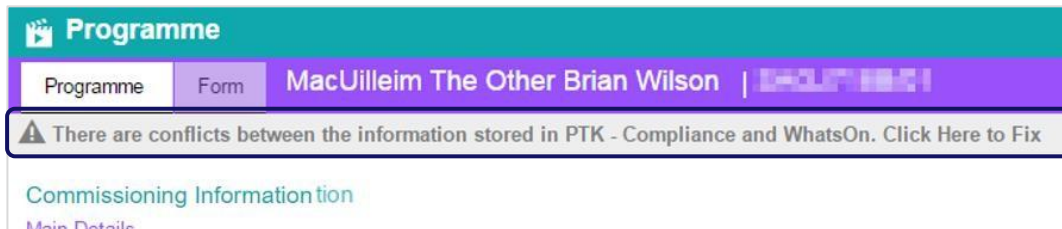
This banner shows that the data in WhatsOn, the BBC's commissioning and scheduling system, has been updated. You can choose to bring the updated data into BBC Comply.
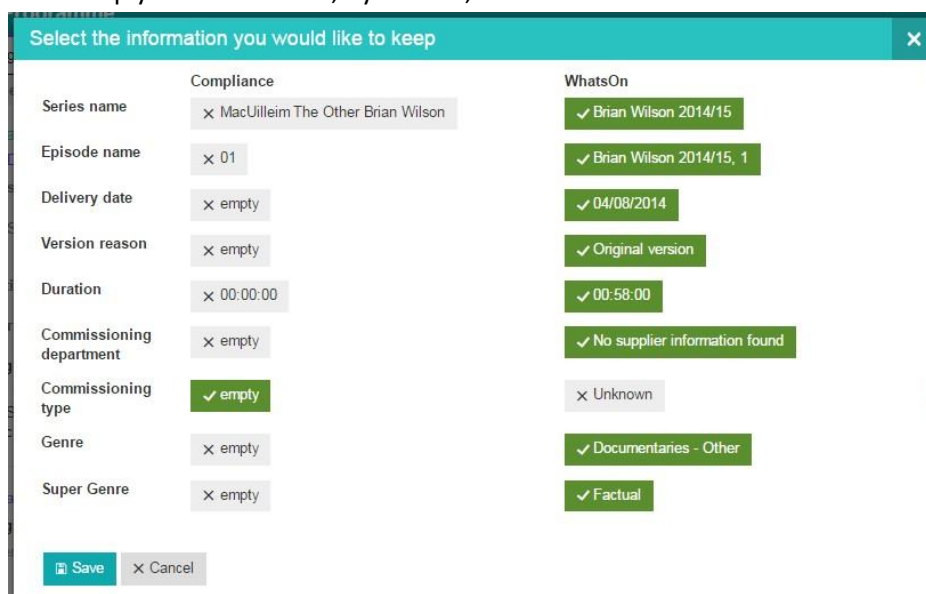
As the individual data may conflict at different times when it is updated in the WhatsOn (the BBC's commissioning and scheduling system), you may need to repeat the process.

To resolve this (it's not mandatory):

➡ Click on the text **Click Here to Fix**
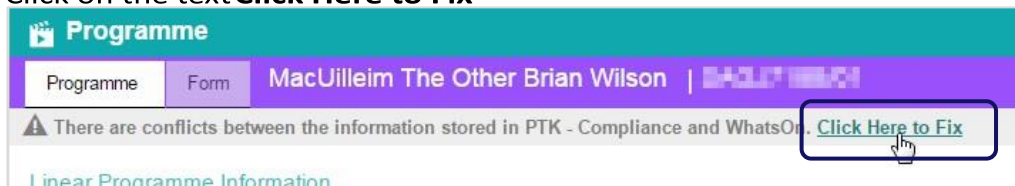
➡ A list of the data in BBC Comply and WhatsOn will then be displayed. Select the data you wish to pull into BBC Comply from WhatsOn; by default, all the WhatsOn data will be selected and marked in green.

➡ Click on **Save**

Changes in the Allocated Transmission (in red text)

If there is red text displayed next to an Allocated Transmission, this indicates a change in the scheduled transmission slot from the date it was originally allocated.

In the example below, the transmission was originally selected as 10/07/2018 21:42:00, but now the slot has changed to 2 days earlier at 12:42:00:

Glossary

- **Available Transmission**

  A   list of available scheduled transmissions, which can be used to allocate from. This is a list of the transmissions – you will need to add them to the form to allocate them

- **Broadcasts**

  This shows all published broadcasts for the programme

- **Compliance Event**

  A   compliance event is made up of three elements: a timecode, comments which provide more detail about the compliance issue and the related compliance question

- **Complied Transmission**

  The transmissions that are known about, and therefore allocated (or linked) to the compliance form

- **Denton**

  The Content Guidance Code (known as a Denton) and description, visible on some compliance forms and their report view, are for the use of Channel and Nations Compliance Managers only. They signal they need for on-air announcements (for linear) and guidance labelling (for iPlayer and online) which they will arrange

- **Event Keyword**

  Search across all comments for compliance events across all your forms

- **Form reason**

  The reason why the new form was created

- **In Progress**

  The form has been created and is currently being worked on by someone. The form is editable

- **Linked Tx date**

  This allows you to filter on any linked or allocated transmissions attached to a form

- **Manual Transmission**

  This enables you to allocate a transmission which has not been scheduled yet

- **Ready for Submission**

  The form has been completed and the production team have marked it as ready for a BBC Executive to complete the final submission. The form is locked if you are in production, but is editable if you are a Compliance Manager or BBC Executive

- **Red Flag**

  The red flag icon indicates that a complaint, at Stage One of the BBC's Complaints Procedures or above, or via Ofcom, has been received by the relevant Divisional team and this has been logged on the compliance form.

  A Red Flag can only be added by Compliance Managers and may indicate a complaint at any stage: Just Received, In Progress, or Concluded. It may also indicate a legal issue.

  Only serious complaints will be noted in this way, as the outcome may affect the compliance status of the content as available, or for future repeats

- **Rejected**

  The form has been reviewed by the BBC Executive and has been rejected for a reason. This unlocks the form for Production to make the relevant changes and then re-submit it

- **Submitted**

  The form has been reviewed by the BBC Executive and has been submitted. This locks the form and it can no longer be edited

- **UID / suffix**

  The UID is the **U**nique **Id**entifier for a programme, which is represented as an eight character combination of letters and numbers in the format LLLLNNNL/NN. The first version of a programme or piece of content is usually given the suffix /01, and subsequent versions or edits are given the suffixes /02, /03 etc. Other suffixes may be seen carrying other number sequences from legacy processes, such as /51

- **WhatsOn**

  The BBC's commissioning and scheduling system