

Reference: 581920

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### **Freedom of Information: Right to know request**

Thank you for your request for information where you asked about Community Radio data.

This was received by Ofcom on 29 August and it has been considered under the Freedom of Information Act 2000 (“the Act”).

You asked whether Ofcom was able to provide the following information on Community Radio (see below). Please see our responses to your questions:

- *The graph (previously included in the CMR) providing a breakdown of community radio stations and revenues.*

Here is a link to our Media Nations 2018 interactive report which includes the information you asked for: <https://www.ofcom.org.uk/research-and-data/tv-radio-and-on-demand/media-nations/interactive-report>.

- *Confirmation that Ofcom ‘content sampling’ of community radio occurs only in relation to complaints or concerns raised (similar to commercial radio).*

Ofcom regulates licensed broadcast services in accordance with each service’s licence conditions and the Ofcom Broadcasting Code. Reviewing content is usually done as a result of complaints received. However, we may decide to carry out monitoring if we have concerns that have been raised by other means.

- *The number of complaints received by Ofcom in relation to community radio output or compliance issues in each of the last four years.*

We do not store information “by licence type(s)”, for example, Community Radio, and are therefore unable to perform a definitive search on community radio complaints over the past four years (from 30 August 2014 to 29 August 2018) within the permitted timescales. However, we have been able to conduct a less detailed search to provide an overview of the likely figures.

In this period, we received approximately 4500 complaints about radio in relation to Broadcast Standards and General Procedures cases, of which approximately 790 related to Community Radio. Please note this figure relates to programme standards and licence condition assessments by Ofcom for complaints received by listeners and conducted by Ofcom as part of its routine programmatic monitoring of licensees' compliance.

- *The number of investigations by Ofcom into community radio output or compliance issues in each of the last four years.*

For Community Radio, in this period we launched approximately 298 cases in relation to programme standards and licence condition issues.

- *The number of breaches of output or compliance rules by community radio stations in each of the last four years.*

Since August 2014, there were approximately 200 breaches of output or compliance rules by Community Radio stations.

- *The number of full economic impact assessments conducted in respect of community radio applications in each of the last ten years, and;*
- *The number of cases where licence applications were amended (and/ or rejected) as a result of a full impact assessment.*

We have considered the searches that we would need to carry out in order to provide the information for these two parts of your request. This would exceed the "appropriate limit", in other words, it would take the total time spent to over 18 hours to locate, identify and extract information, and as such, section 12 of the Act applies. This is because the questions are drafted in such a way that we would need to search the records of every Community Radio application over a significant time period i.e. 10 years, and any respective economic impact assessments in order to produce a definitive number.

However, if you wish to submit an alternative request with a shorter timeframe in relation to this request, we would be happy to give it our full consideration under a new Freedom of Information request.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

**Timing**

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Jacqui Gregory  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF