

D



SECTION D

Annexes

A1. Section 400

Under Section 400 of the Communications Act 2003, Ofcom is required to collect fees and payments including licence fees under the Wireless Telegraphy Act (WTA). These receipts do not form part of Ofcom's reported revenue and are excluded from revenue in Ofcom's Financial Statements.

The Digital Economy Act 2017 introduced legislative amendments which permit Ofcom to retain sums received in connection with its functions under the WTA to fund its general spectrum management functions, as well to meet the costs of undertaking its other functions for which it cannot levy fees and charges.

The remaining revenue collected is passed to the UK Consolidated Fund at HM Treasury, the Department of Finance and Personnel - Northern Ireland (DFPNI), Treasuries of the Isle of Man, the Bailiwick of Jersey and the Bailiwick of Guernsey directly or via the Department for Digital, Culture, Media, and Sport (DCMS) as Ofcom's sponsoring body.

In 2019/20 Ofcom received £373m (2018/19: £1,689m).

From these receipts, £56.8m (2018/19: £54m) was retained to fund part of Ofcom's expenditure including spectrum management duties and legal costs (£1.1m) relating to the Annual licence fees following a Court of Appeal judgement in November 2017.

Ofcom paid £313m (2018/19: £1,610m) relating to, WTA licence fees, spectrum fees from Government departments and the interest earned on cash balances to DCMS, payable to the Consolidated funds. In 2018/19 we paid £1,370m in relation to the auction of the 2.3 GHz and 3.4-3.6 GHz spectrum bands.

Additionally, Ofcom directly passed £11m (2018/19: £8.0m) to the Consolidated Funds relating to receipts arising from Additional payments, financial penalties and geographic telephone number charges.

The remaining balance of £14.9m will be passed to the exchequer in April 2020/21.

A2. Regulatory statements

List of statements published in 2019/20, including regulatory impact on stakeholders.

Broadcasting

A	Review of Regional TV Production and Programming Guidance
A	'Specially restricted material' and Age Verification Guidance for Providers of On-Demand Programme Services (update)
B	Radio Faza – Request to change Key Commitments
B	BritBox materiality assessment
B	Request to change Format – Banbury Sound, Rugby FM and Touch FM
B	Short-term restricted service licensing review
B	Jack FM2 (Oxford) – Request to change Format
B	Bradford Asian Radio – request to change Key Commitments
B	XS Manchester – Request to change Format
B	Nation Radio (Ceredigion) - Request to change Format
B	BBC iPlayer Competition Assessment: statement on Ofcom's final determination
B	talkSPORT - proposals to reduce AM coverage
B	Listed Events - Rugby World Cup Finals Tournament 2019
B	Sheffield Live – Variation request
B	Communicorp radio stations in the East Midlands and Peterborough – Request to create a new approved area
B	Connect FM (Kettering, Corby and Wellingborough) – Request to change Format
B	Connect FM (Peterborough) – Request to change Format
B	Local Television Network – Variation Requests on behalf of 17 local TV licensees
B	Love Sport and Panjab Radio - Requests to change Format
C	Revisions to Digital Radio Technical Codes
C	Proposed extension of the remit of the Advertising Advisory Committee

A Increased/new regulation
B Mixed/no-change/ongoing

C Streamlined/co-regulatory
D Reduced regulation

Post

A	Review of regulatory financial reporting for Royal Mail - Phase II
B	Recovering postal regulation and consumer advocacy costs

Spectrum

A	Annual Licence Fees for UK Broadband's 3.4 GHz and 3.6 GHz spectrum
B	Enabling wireless innovation through local licensing
B	Notice of proposal to vary 3.4 GHz radio spectrum licences
B	Award of the 700 MHz and 3.6-3.8 GHz spectrum bands
B	Making of certain regulations in connection with the award of 700 MHz and 3.6-3.8 GHz spectrum - Notice of making a limitation order and amending the mobile trading and the register regulations
D	Decision to make the Wireless Telegraphy (Mobile Repeater) (Exemption) (Amendment) Regulations 2019

Telecoms

A	Upgrading broadband customers to superfast products
A	Delivering the Broadband Universal Service
B	BT regulatory financial reporting
B	Making communications markets work well for customers – a framework for assessing fairness in broadband, mobile, home phone and pay TV
B	Measures to support Openreach's trials in Salisbury and Mildenhall
B	Promoting competition and investment in fibre networks – review of the physical infrastructure and business connectivity markets
D	Promoting competition and investment in fibre networks – Measures to support Openreach's trial in Salisbury

A Increased/new regulation
 B Mixed/no-change/ongoing

C Streamlined/co-regulatory
 D Reduced regulation

Ofcom consultations published in 2019/20 which included an impact assessment and where no final statement had been published by 31 March 2020

Licensing small-scale DAB – how Ofcom will exercise its new functions

Trialling consumer remedies

Proposed guide for treating vulnerable consumers fairly

Secklow Sounds (Milton Keynes) – Request to change Key Commitments

Notice of Ofcom’s proposals to amend the spectrum trading and register regulations

Compensating providers delivering universal services

BBC Children’s news and first-run UK originated programmes

Review of Ofcom’s Code on Television Access Services and Guidance on BBC Accessibility

Notice of Ofcom’s proposals for changes to the licence exemption for Wireless Telegraphy Devices

Fair treatment and easier switching for broadband and mobile customers – Proposals to implement the new European Electronic Communications Code

Improving spectrum access for wifi – spectrum use in the 5 and 6 GHz bands

Supporting innovation in the 100-200 GHz range

Promoting competition and investment in fibre networks – BT Regulatory Financial Reporting

Promoting investment and competition in fibre networks – Wholesale Fixed Telecoms Market Review 2021-26

Proposed measures to require compliance with international guidelines for limiting exposure to electromagnetic fields (EMF)

Ofcom statements published in 2019/20 where the earlier consultation included an impact assessment

Revisions to Digital Radio Technical Codes

Review of Regional TV Production and Programming Guidance

Notice of proposal to vary 3.4 GHz radio spectrum licences

BT regulatory financial reporting

Review of regulatory financial reporting for Royal Mail - Phase II

Enabling wireless innovation through local licensing

Recovering postal regulation and consumer advocacy costs

Decision to make the Wireless Telegraphy (Mobile Repeater) (Exemption) (Amendment) Regulations 2019

Award of the 700 MHz and 3.6-3.8 GHz spectrum bands

BBC iPlayer Competition Assessment: statement on Ofcom's final determination

Making of certain regulations in connection with the award of 700 MHz and 3.6-3.8 GHz spectrum -
Notice of making a limitation order and amending the mobile trading and the register regulations

'Specially restricted material' and Age Verification Guidance for Providers of On-Demand Programme Services (update)

Delivering the Broadband Universal Service

Promoting competition and investment in fibre networks – review of the physical infrastructure and business connectivity markets

Proposed measures to require compliance with international guidelines for limiting exposure to electromagnetic fields (EMF)

A3. Investigations programme

Ofcom's investigations programme deals with complaints about anti-competitive behaviour, breaches of certain regulatory rules and regulatory disputes. The following table shows Ofcom's activities in conducting initial assessments and investigations during 2019/201. This reflects the picture as at 31 March 2020.

More details of individual cases being investigated under the investigations programme are set out in Ofcom's Competition and Enforcement Bulletin available at:

<https://www.ofcom.org.uk/about-ofcom/latest/bulletins/competition-bulletins>

The data in the table below covers both the Competition Group Investigations Team and the Consumer Enforcement Team, and relates to initial assessment.

	Total handled	Total accepted for investigation	Total not accepted	Ongoing activity (as at 31/3/20)
Disputes	0	0	0	0
Competition law	5	2	1	4
Complaints	5	1	2	2
Own-initiative	11	10	1	0

The following table relates to formally opened cases:

	Total handled	Total opened	Total ongoing	Total closed	Ongoing activity (as at 31/3/20)
Disputes	0	0	0	0	0
Competition law	3	2	1	1	2
Other investigations	17	11	6	9	8
Enforcement programmes	5	0	5	3	2

A4. Broadcasting complaints, cases and sanctions

Ofcom has a statutory duty under the Communications Act 2003 to establish procedures for the handling and resolution of complaints from listeners and viewers about radio and television programmes broadcast on services licensed by us, and also S4C. We also have a duty under the BBC Charter and Agreement to set procedures to handle and resolve complaints referred to us about the BBC's television, radio and on demand programmes.

All complaints are important to Ofcom as they help us to understand whether a broadcaster may be failing to comply with rules in the Broadcasting Code or other Ofcom codes. As well as launching investigations following the assessment of complaints, we can also do so on our own initiative. We handle complaint-led and self-initiated investigations under the same procedures.

Individual complaints received by Ofcom are assigned to cases. A case is opened when Ofcom is assessing a specific programme or issue and may consist of one or more complaints. A total of 8,003 cases (which comprised 34,719 complaints) were closed in the period under review.

Content standards

Complaints about content standards are handled under Ofcom's [Procedures for investigating breaches of content standards for television and radio](#). Complaints about BBC content standards are handled under Ofcom's [Procedures for investigating breaches of content standards on BBC broadcasting services and BBC on demand programme services](#).

Initial assessment of complaints

Based on an initial assessment of the complaint, a consideration of the related television or radio content and any other relevant material, Ofcom will consider whether the case raises potentially substantive issues under the Broadcasting Code (or other Ofcom codes), which warrant investigation by Ofcom. If not, Ofcom will decide not to investigate further and publishes this decision in its Broadcast and On Demand Bulletin. A total of 7,829 cases (34,545 complaints) were assessed in this way during the reporting period. Ofcom found that:

- 130 cases (3,622 complaints) raised potentially substantive issues that warranted further investigation; and
- 7,699 cases (30,923 complaints) did not require further investigation or fell outside Ofcom's remit.

Ofcom aims to make an initial assessment of all complaints within 15 working days. In the period between 1 April 2019 and 31 March 2020, Ofcom assessed complaints on average within 11.2 working days.

Investigations

If a case raises potentially substantive issues, we will investigate the matter further to decide whether a breach of the Broadcasting Code (or other Ofcom codes) has occurred. An investigation may consist of one or more related cases involving the same broadcaster.

A total of 121 investigation cases were completed in the period between 1 April 2019 and 31 March 2020. Ofcom found that:

- 79 investigated cases resulted in breaches of the Broadcasting Code (or other Ofcom codes) being recorded;
- 13 investigated cases were resolved; and
- 29 investigated cases were not in breach of the codes or were discontinued.

We aim to complete those cases we take forward for investigation within 50 working days. In the period between 1 April 2019 and 31 March 2020, Ofcom completed investigations on average within 56.4 working days.

A significant number of the investigations closed this year have involved some very complex legal and procedural issues. Unfortunately, this has resulted in us taking longer than usual to complete our investigations.

Fairness and Privacy

Fairness and Privacy complaints are complaints about unjust or unfair treatment in programmes, or about unwarranted infringements of privacy in programmes (or in connection with the obtaining of material included in them). These complaints are made by individuals or organisations participating in or otherwise directly affected by programmes as broadcast, or in the making of programmes.

Complaints about fairness and privacy are handled under [Ofcom's Procedures for the consideration and adjudication of Fairness & Privacy complaints](#). Fairness and privacy complaints about BBC television, radio and on demand programmes are handled under Ofcom's [Procedures for the consideration and adjudication of Fairness and Privacy complaints on BBC broadcasting services and BBC on demand programme service](#).

Assessment and Entertainment

Ofcom assesses every Fairness and Privacy complaint it receives to decide whether to entertain the complaint. This assessment is based on whether: the complainant is the "person affected" and able to make the complaint; the matter complained of is the subject of proceedings in a court of law in the UK; or the complaint is frivolous.

A total of 174 Fairness and Privacy complaints were assessed in the period between 1 April 2019 and 31 March 2020. Of these:

- 32 complaints were entertained; and
- 142 complaints were not entertained or discontinued before entertainment.

Ofcom aims to assess and decide whether to entertain Fairness and Privacy complaints within 25 working days of receipt of the complaint and any further information requested from the complainant. In the period between 1 April 2019 and 31 March 2020, Ofcom assessed and decided whether to entertain Fairness and Privacy complaints on average within 16.8 working days.

Adjudications

If a Fairness and Privacy complaint is entertained by Ofcom, then it will investigate the matter further to decide whether a breach of the Broadcasting Code has occurred. Ofcom will then make its final adjudication.

A total of 32 complaints were adjudicated upon in the period under review. Of these:

- 3 complaints were upheld;
- 1 complaint was partially upheld;
- 22 complaints were not upheld; and
- 6 complaints were resolved (following appropriate action taken by the broadcaster).

Ofcom aims to complete the consideration and adjudication of Fairness and Privacy complaints within 90 working days of the complaint being entertained. In the period between 1 April 2019 and 31 March 2020, Ofcom completed the consideration and adjudication of Fairness and Privacy complaints on average within 118.2 working days.

The past year has seen an unprecedented high number of Fairness and Privacy cases being assessed and investigated by our team. A significant number of these have involved some very complex legal and procedural issues. Unfortunately, this has resulted in us taking longer than usual to complete our adjudications.

Sanctions

Where Ofcom decides that a broadcaster has breached the Broadcasting Code or other Ofcom code, and it considers the breach to be serious, deliberate, repeated and/or reckless, it may consider whether to impose a statutory sanction on the broadcaster.

Ofcom has a range of sanctions available, including to: issue a direction not to repeat a programme or advertisement; issue a direction to broadcast a correction or a statement of Ofcom's findings; impose a financial penalty¹; shorten or suspend a licence; and revoke a licence (not applicable to the BBC, S4C or Channel 4).

During the period between 1 April 2019 and 31 March 2020, Ofcom imposed the following statutory sanctions:

- City News Network (SMC) Pvt Ltd in respect of its service Channel 44 – a financial penalty of £75,000 and a direction to broadcast a statement of Ofcom's findings.
- Trace UK World Ltd in respect of its service Starz – a direction to broadcast a statement of Ofcom's findings.
- Autonomous Non-Profit Organisation (ANO) TV Novosti in respect of its service RT – a financial penalty of £200,000 and a direction to broadcast a statement of Ofcom's findings.
- Greener Technology Limited in respect of its service BEN TV – a financial penalty of £25,000, a direction to broadcast a statement of Ofcom's findings and a direction to not repeat the programme.
- Big City Radio CIC in respect of its service Big City Radio – a financial penalty of £500.
- Talksport Ltd in respect of its service Talk Radio – a financial penalty of £75,000 and a direction to broadcast a statement of Ofcom's findings.
- Baltic Media Alliance Limited in respect of its service NTV Mir Baltic – a financial penalty of £20,000 and a direction to broadcast a statement of Ofcom's findings.

¹ All financial penalties imposed by Ofcom are held in an account with Government Banking Services (GBS) for the benefit of the Exchequer. Funds are transferred to the HM Treasury GBS account for direct use by the Exchequer, or distributed to relevant Consolidated Funds. Ofcom neither receives financial benefits from nor makes use of any financial penalties received.

BBC content standards complaints

Complaints about BBC programmes are considered under a 'BBC First' complaints framework. This means that if a viewer or listener has a complaint about something they have seen or heard in a BBC television, radio or on-demand programme, they must normally complain to the BBC in the first instance. The complainant can refer their complaint to Ofcom if they are dissatisfied with the BBC's response or if the BBC fails to respond in a timely manner. A complaint can also be referred if the complainant considers that the imposition by Ofcom of a sanction against the BBC may be appropriate.

Of the 34,545 standards complaints received in the period between 1 April 2019, and 31 March 2020, 233 complaints were about BBC programmes. Of these 233 complaints, one was referred for investigation.

We also received an additional 2,826 complaints about BBC programmes where, on initial assessment, we found the complainant had not completed the BBC's complaints process before submitting their complaint to Ofcom, or we found that the complaint was outside of our remit. In these instances we redirected the complainant to the BBC. These complaints are published separately under 'BBC First' in our Broadcast and On Demand Bulletin.

BBC online material

Under the BBC's Charter and Agreement, set by Government and Parliament, the BBC is responsible for the editorial standards of its online material. Ofcom has a responsibility to consider and give an opinion on whether the BBC has observed relevant editorial guidelines in its online material. Online material means content on the BBC's website and apps, such as articles, images and videos. It does not include programmes on the BBC iPlayer which must comply with Ofcom's Broadcasting Code rules.

We handle complaints about the BBC's online material under Ofcom's [Procedures for handling complaints relating to BBC online content](#).

Between 1 April 2019 and 31 March 2020 we closed a total of 47 complaints about the BBC's online material. One of these cases was referred for an Opinion. A further 184 complaints were redirected to the BBC under the 'BBC First' approach or found to be outside of our remit.

Ofcom aims to make an initial assessment of these complaints within 15 working days. In the period between 1 April 2019 and 31 March 2020, Ofcom assessed complaints on average within 12.2 working days.

Between 1 April 2019 and 31 March 2020 Ofcom gave its Opinion on whether the BBC observed its own Editorial Guidelines on the content of one online article. This case was closed in 55 working days.

A5. Spectrum engineering and enforcement

Key performance indicator

Main Activities

Work Programme Activity/Incident	April 19 - March 20	April 18 - March 19
Complaints of Interference received ¹	1,585	1,937
Checking radio system licence compliance ²	2,211	2,392
Fixed Penalty Notices Issued ³	21	17
Prosecutions for criminal spectrum activity ⁴	3	2

Quality of Service Targets for Complaints of Interference Received

Key Performance Indicator	Case Priority	Target	Target achieved	
			April 19 - March 20	April 18 - March 19
Time to First Visit: The time take from reporting a complaint of interference to the time our engineer arrives on site to diagnose the problem (for those cases where a field visit is required).	1	8 hours	100%	100%
	2	18 hours	100%	100%
	3	2 working days	99%	100%
	4	5 working days	98%	100%
	5	15 working days	98%	100%
	6	No target	-	-
Resolution: The time taken from reporting a complaint of interference to the time the customer is advised that the case is resolved	1	2 calendar days	100%	100%
	2	3 calendar days	100%	99%
	3	6 working days	99%	99%
	4	20 working days	96%	99%
	5	40 working days	96%	98%
	6	60 working days	99%	99%

1 Cases of interference reported by the public and businesses

2 Work carried out by Ofcom to ensure licence conditions are adhered to or unlicensed use is not taking place

3 Fixed Penalty Notices (FPN) are usually issued if an initial warning by Ofcom is subsequently ignored. Failure to pay a FPN can lead to legal action

4 Prosecutions in relation to "Pirate Radio" or failure to pay FPNs

A6. Spectrum Licensing

Category A

Licences that involve no frequency assignment, site clearance or international co-ordination	Licences issued April 19 – March 20	Licences issued April 18 – March 19	Total on issue as at 31 March 20	Total on issue as at 31 March 19
Business Radio Light – Simple UK (no base station)	2,030	2,036	15,226	14,790
Business Radio Simple Site	1,227	1,201	8,969	9,225
Business Radio Suppliers Light	135	231	1,301	1,286
Fixed Wireless Access (5.8 GHz)	61	65	408	403
GNSS Repeater	16	79	353	339
Police and Fire	0	2	123	124
Subtotal for Business Radio products	3,469	3,614	26,380	26,167
Radar Level Gauge	0	0	124	124
Amateur & Maritime	30,167	27,426	268,117	258,821
Total for Category A	33,636	31,040	294,621	285,112
KPI for Category A (100% in 7 days)	100%	100%	-	-
KPI for Category A (Amateur & Maritime) (100% in 10 days)	100%	100%	-	-

Category B

Licences that involve frequency assignment, but no site clearance or international co-ordination	Licences issued April 19 – March 20	Licences issued April 18 – March 19	Total on issue as at 31 March 20	Total on issue as at 31 March 19
Automatic Identification System	15	97	385	373
Coastal Station Radio (International)	5	6	396	401
Coastal Station Radio (UK)	11	17	339	350
Coastal Station Radio (Marina)	10	16	401	408
Coastal Station Radio (Training School)	31	47	477	453
Maritime Radio (Suppliers & Demonstration)	1	1	84	83
Maritime Nav aids and Radar	4	14	118	120
Differential Global Positioning System	0	2	6	6
Shared Access (Low Power) ¹	124	-	786	-
Shared Access (Medium Power) ²	6	-	2	-
Subtotal for Deregulation & Contracting-Out products	207	200	2,994	2,194
Business Radio Technically Assigned	2,438	2,631	24,630	25,074
Business Radio Area Assigned	25	28	309	301
Coastal Station radio (UK) Area Defined	4	3	12	8
Coastal Station radio (International) Area Defined	1	0	8	8
Ground Probing Radar	24	24	218	224
Scanning Telemetry	0	1	28	30
Self co-ordinated links	23	26	170	160
Subtotal for Business Radio products	2,515	2,713	25,375	25,805
Total for Category B	2,722	2,913	28,369	27,999
KPI for Category B	90% in 21 days	87%	87%	
	100% in 42 days	97%	97%	

1 New licence product

2 New licence product

Category C

Licences that require frequency assignment, and site clearance and/or international co-ordination	Licences issued April 19 – March 20	Licences issued April 18 – March 19	Total on issue as at 31 March 20	Total on issue as at 31 March 19
Fixed Links	1,359	1,618	19,806	23,009
Satellite (Permanent Earth Station)	5	22	148	150
Satellite (Transportable Earth Station)	58	78	112	116
Satellite (Earth Station Network)	7	13	69	70
Satellite (Non Fixed Earth Station)	4	4	11	10
Total for Category C		1,735		23,355
KPI for Category C	90% in 42 days	99%	98%	
	100% in 60 days	99%	99%	

Aeronautical licences¹

Licences for aeronautical services	Licences issued April 19 – March 20	Licences issued April 18 – March 19	Total on issue as at 31 March 20	Total on issue as at 31 March 19
Aeronautical Licences	5,298	6,436	15,954	15,719
Total for Aeronautical	5,298	6,436	15,954	15,719
KPI for Aeronautical (100% in 7 days)	77%	82%	-	-

¹ Licences issued by the Civil Aviation Authority on Ofcom's behalf up to 31 October 2018. After that date licences issued by Ofcom.

Programme Making & Special Events (PMSE)

Licences and authorisations for outside broadcasts and programme-making and special events	Licences issued April 19 – March 20	Licences issued April 18 – March 19	Total on issue as at 31 March 20	Total on issue as at 31 March 19
PMSE Licences	36,130	62,222	7,974	8,144
Total for PMSE	36,130	62,222	7,974	8,144
KPI for PMSE (100% in 7 days)	100%	100%	-	-

Test and development (T&D) licences

Licences and authorisations for outside broadcasts and programme-making and special events	Licences issued April 19 – March 20	Licences issued April 18 – March 19	Total on issue as at 31 March 20	Total on issue as at 31 March 19
Innovation and Research Licence	402	426	335	354
Demonstration and Trial Licence	358	345	155	130
Total for T&D	760	771	490	484
KPI for T&D (100% in 60 days)	100%	100%	-	-

Mobile and wireless broadband licences¹

Licences issued through spectrum auction or award processes	Licences issued April 19 – March 20	Licences issued April 18 – March 19	Total on issue as at 31 March 20	Total on issue as at 31 March 19
Public Wireless Networks: 900, 1800 MHz	-1	1 ²	4	5
Spectrum Access: 2100 MHz	0	0	4	4
Spectrum Access: Channel Tunnel ³	0	0	2	2
Spectrum Access: 800 MHz, 2.6 GHz	0	0	5	5
Spectrum Access: 412 – 414 MHz	0	0	1	1
Spectrum Access: 1452 – 1492 MHz	0	0	2	2
Concurrent Spectrum Access: 1781-1785 MHz	-12 ⁴	0	0	12
Spectrum Access: 1785 MHz, Northern Ireland	0	0	1	1
Spectrum Access: 2.3, 3.4-3.6, 3.6-3.8, 10, 28, 32, 40 GHz	0	5 ⁵	25	25
Spectrum Access Offshore	1	0	8	7
Total for Mobile and Wireless Broadband	0	6	52	64

1 Licences varied and/or re-issued, or fully traded from one company to another, are not included in these figures.

2 Licence holding, jointly, some Vodafone and Telefonica frequencies during transitional period for spectrum de-fragmentation – expired July 2019.

3 Separate licence for the out-bound (UK-France direction) tunnel.

4 Licences either surrendered or migrated to new ‘Shared Spectrum Access’ licence class.

5 Award of 2.3 and 3.4 GHz spectrum bands, April 2018.

Channel Islands and Isle of Man licences

Licence applications made via local Regulators	Licences issued April 19 – March 20	Licences issued April 18 – March 19	Total on issue as at 31 March 20	Total on issue as at 31 March 19
3G Cellular Telephones, Channel Islands	-1	0	0	1
Public Wireless Network: 800, 900, 1800, 2100, 2600 MHz, Channel Islands and Isle of Man	1	0	33	32
Spectrum / Wireless Access: 3.4, 3.6, 10, 28 GHz, Channel Islands and Isle of Man	0	0	9	9
Total for Channel Islands and Isle of Man	0	0	42	42

Digital dividend spectrum licences

Spectrum freed up for new uses as a result of digital switchover

DDR GI Licences issued through spectrum award processes	Licences issued April 19 – March 20	Licences issued April 18 – March 19	Total on issue as at 31 March 20	Total on issue as at 31 March 19
Spectrum Access 541 – 550 MHz (Cardiff)	0	0	1	1
Spectrum Access 758 – 766 MHz (Manchester)	0	0	1	1
Total for Digital Dividend licences	0	0	2	2
Total Number of Licenses - All Categories	79,979	105,123¹	367,650	360,921²

1 Revised figures for 2018/19 from 105,076 to 105,123

2 Revised figures for 2018/19 from 360,468 to 360,921

A7. Sustainability

This section presents sustainability data and financial costs in more detail.

		2015/16	2016/17	2017/18	2018/19	2019/20	
Non-Financial Indicators (tonnes CO2e)	Scope 1	Gas	158	161	187	148	22
		Oil	18	19	22	11	0
		Fleet Fuel	180	185	192	168	163
	Scope 2	Electricity	1,214	1,090	809	528	308
		Business Travel	250	312	519	555	594
	Scope 3	Air	144	188	410	449	477
		Domestic	47	76	156	160	185
		Short haul	30	79	164	160	136
		Long haul	67	34	91	129	156
		Rail/bus/tube	59	78	66	67	73
		Car/Motorbike/Cycle	44	43	41	36	41
		Taxis	3	3	2	2	3
	Related consumption data	Scope 1	Gas (kWh)	855,056	874,478	1,014,202	802,709
Gas per FTE (kWh)			1,070	1,012	1,136	891	125
Oil (litres)			7,001	7,500	8,500	4,501	0
Fleet Fuel (litres)			69,596	71,024	73,659	64,710	62,665
Scope 2		Electricity (kWh)	2,425,743	2,426,666	2,103,652	1,720,333	1,112,349
		Electricity per FTE (kWh)	3,036	2,808	2,356	1,910	1,162
Financial Indicators	Scope 1	Gas	£27,786	£22,293	£19,465	£23,494	£10,852
		Oil	£3,504	£2,128	£5,530	£3,347	£0
		Fleet Fuel	£78,996	£87,398	£93,911	£90,292	£85,269
	Scope 2	Electricity	£334,677	£293,991	£340,333	£287,074	£158,351
		Business Travel	£569,099	£663,705	£705,602	£742,876	£837,982
	Scope 3	Air	£197,408	£253,733	£333,723	£367,844	£402,945
		Rail/bus/tube	£264,211	£299,929	£266,725	£273,338	£315,574
		Car/Motorbike/Cycle	£67,721	£65,077	£64,329	£57,428	£66,212
		Taxis	£39,759	£44,966	£40,826	£44,266	£52,421

Greenhouse gas emissions

Scope 1

This covers direct consumption of gas and oil, and fuel consumption from Ofcom's fleet cars.

Gas consumption data across all years cover Ofcom's main office in London, Belfast, Birmingham, Haydock (closed 2018) and Livingston (closed 2017). Gas charges for Edinburgh, Warrington and Cardiff offices are included in the service charge and therefore cannot be analysed. Gas consumption is dependent on weather conditions.

Ofcom pays for diesel fuel for its fleet cars using fuel cards, and consumption is recorded and monitored on a monthly basis. Fuel consumption from our fleet cars is largely dependent on demand for our enforcement services.

Scope 2

This covers electricity supplies to Ofcom's offices. Electricity data across all years cover Ofcom's main office in London, Baldock, Belfast, Birmingham, Cardiff, Edinburgh, Haydock (closed 2018), Warrington and some remote monitoring direction-finding sites around the UK. Electricity consumption is dependent on weather conditions.

Scope 3

Business travel financial data have been obtained from our SAP reporting system and include travel by all colleagues regardless of where they are located. We have converted taxi and rail travel financial data into distances using guidance from the Carbon Trust Standard, and car travel financial data into distances using data from expense claims for mileage. Air travel data have been obtained directly from our business travel provider, and categorised into domestic, short-haul and long-haul flights as per Defra flight distance guidance.

Waste minimisation and management

Waste consumption data for all years relate to Ofcom's main office in London. Accurate waste consumption data is not available for other Ofcom offices, but the associated waste disposal costs have been included. From June 2017 waste cost is included in our service charge. Our managing agent operates on a 'zero waste to landfill' basis, and all waste is recycled or incinerated with energy recovery.

		2015/16	2016/17	2017/18	2018/19	2019/20
Non-Financial Indicators (tonnes)	Total waste	173	172	76	198	189.21
	Waste recycled/re-used	111	91	52	71	91.69
	Waste incinerated with energy recovery	41	63	20	127	97.52
	Total waste per FTE	0.216	0.199	0.086	0.220	0.198
Financial Indicators	Total waste	£32,023	£37,984	£7,004	£43,805	£35,000

Finite resource consumption

Water data across all years cover Ofcom's main office in London, Baldock, Birmingham, and Haydock (closed 2018). Water charges for other offices are included in the service charge and therefore cannot be analysed. Costs In 2017/18 include credit notes from suppliers due to overcharged bills in previous years. Water consumption is limited to operational use, including a catering facility in Ofcom's main office in London.

There is a slight increase in water consumption during 2019/20 due to a leak at our Baldock office, which has now been resolved.

		2015/16	2016/17	2017/18	2018/19	2019/20
Non-Financial Indicators	Water consumption (m3)	10,767	11,282	9,379	13,988	18,874
	Water consumption per FTE	13.48	13.06	10.50	15.53	19.71
	Paper reams	7,545	6,317	3,915	2,579	2,411
	A3 reams	80	92	50	127	106
	A4 reams	7,465	6,225	3,865	2,452	2,305
	A5 reams	0	0	0	0	0
Financial Indicators	Water	£16,784	£22,248	£6,929	£19,583	£23,321

Notes

1. The above tables have been prepared in accordance with guidelines laid down by the Treasury: <https://www.gov.uk/government/publications/public-sector-annual-reports-sustainability-reporting-guidance-2019-to-2020>
2. All information conforms to the normal public sector financial year of 1 April to 31 March.
3. Defra conversion factors have been used to calculate carbon emissions figures.
4. Emissions are not weather-corrected.
5. Where utility bills had not yet been received, cost and consumption data were estimated based on previous years' data.

A8. 700 MHz clearance

Purpose

To help meet increasing demand from consumers for mobile data, in 2014 Ofcom announced the decision to reallocate frequencies between 694 MHz and 790 MHz (“the 700 MHz band”).

Digital Terrestrial Television (DTT), audio Programme Making and Special Events (PMSE) services and White Space Devices (WSDs), who currently use the 700 MHz band, will cease to have this spectrum available to them following completion of the programme.

Goals

The goals of the 700 MHz clearance programme are:

- to clear and release the 700 MHz band as soon as practically possible;
- to deliver value for money in the use of public funds;
- to avoid undue disruption to viewers; and
- to safeguard the ongoing delivery of the benefits DTT and PMSE provides.

Activities

Significant changes to the DTT network are required by the 700 MHz clearance programme as channels switch to new frequencies. This includes major infrastructure work – involving both air and ground works – undertaken by Arqiva. PMSE users are also affected by 700 MHz clearance. They will need to replace some equipment that can no longer operate in the frequencies available to PMSE. The 700 MHz clearance programme includes government funding to help affected equipment owners.

Consumer impact

Some DTT viewers need to make changes to their TV sets. Forecasts suggest that 14-20 million homes will need to retune their TV equipment when transmitter changes take occur near where they live. A further estimated 100,000 – 160,000 homes may need to replace their aerials as a result of the changes.

TV viewers receive notification of the need to retune their TVs on the date of changes that will affect them via press advertisements and on-screen captions prior to each clearance event. Sometimes clearance events take place in more than one stage and more than one retune may be needed in such instances.

Freeview supports viewers via its advice line and website. Digital UK has so far provided advice to viewers in more than 200,000 calls, emails, web chats and social media interactions.

In-home support, provided by the organisation DMSL, is available to some viewers where a retune is not successful in restoring channels. DMSL has provided over 30,000 home visits so far.

Timescale

The 700 MHz clearance programme was well advanced and on track to complete on time in April 2020 although throughout the programme there was some risk of delay posed by events of national significance.

The Covid-19 situation has developed swiftly, with significant implications for life in the UK, including restrictions on travel and the need for social isolation.

In light of this unprecedented situation, the decision has been taken to postpone carrying out the final two 700 MHz clearance events scheduled for April. As a result, the 700 MHz clearance programme will now be paused until the Covid-19 risk has subsided.

We are working with programme stakeholders to determine a revised timescale for delivering clearance of the 700 MHz band.

