

OFCOM BROADCAST AND ON DEMAND BULLETIN

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Contents

Introduction	3
Note to Broadcasters	
Election programming	5
Broadcast Standards cases	
Resolved	
Dr Anand <i>Spice FM, 29 July 2019, 12:00</i>	6
Broadcast Licence Conditions cases	
In Breach	
Provision of information: relevant turnover submission <i>Various radio licensees</i>	8
Provision of information: relevant turnover submission <i>Various TV licensees</i>	10
Tables of cases	
Investigations Not in Breach	12
Complaints assessed, not investigated	13
Complaints outside of remit	24
BBC First	26
Investigations List	28

Introduction

Under the Communications Act 2003 (“the Act”), Ofcom has a duty to set standards for broadcast content to secure the standards objectives¹. Ofcom also has a duty to ensure that On Demand Programme Services (“ODPS”) comply with certain standards requirements set out in the Act².

Ofcom reflects these requirements in its codes and rules. The Broadcast and On Demand Bulletin reports on the outcome of Ofcom’s investigations into alleged breaches of its codes and rules, as well as conditions with which broadcasters licensed by Ofcom are required to comply. The codes and rules include:

- a) [Ofcom’s Broadcasting Code](#) (“the Code”) for content broadcast on television and radio services licensed by Ofcom, and for content on the BBC’s licence fee funded television, radio and on demand services.
- b) the [Code on the Scheduling of Television Advertising](#) (“COSTA”), containing rules on how much advertising and teleshopping may be scheduled on commercial television, how many breaks are allowed and when they may be taken.
- c) certain sections of the [BCAP Code: the UK Code of Broadcast Advertising](#), for which Ofcom retains regulatory responsibility for television and radio services. These include:
 - the prohibition on ‘political’ advertising;
 - ‘participation TV’ advertising, e.g. long-form advertising predicated on premium rate telephone services – notably chat (including ‘adult’ chat), ‘psychic’ readings and dedicated quiz TV (Call TV quiz services); and
 - gambling, dating and ‘message board’ material where these are broadcast as advertising³.
- d) other conditions with which Ofcom licensed services must comply, such as requirements to pay fees and submit information required for Ofcom to carry out its statutory duties. Further information can be found on Ofcom’s website for [television](#) and [radio](#) licences.
- e) Ofcom’s [Statutory Rules and Non-Binding Guidance for Providers of On-Demand Programme Services](#) for editorial content on ODPS (apart from BBC ODPS). Ofcom considers sanctions for advertising content on ODPS referred to it by the Advertising Standards Authority (“ASA”), the co-regulator of ODPS for advertising, or may do so as a concurrent regulator.

[Other codes and requirements](#) may also apply to broadcasters, depending on their circumstances. These include the requirements in the BBC Agreement, the Code on Television Access Services (which sets out how much subtitling, signing and audio description relevant licensees must provide), the Code on Electronic Programme Guides, the Code on Listed Events, and the Cross Promotion Code.

¹ The relevant legislation is set out in detail in Annex 1 of the Code.

² The relevant legislation can be found at Part 4A of the Act.

³ BCAP and ASA continue to regulate conventional teleshopping content and spot advertising for these types of services where it is permitted. Ofcom remains responsible for statutory sanctions in all advertising cases.

It is Ofcom's policy to describe fully television, radio and on demand content. Some of the language and descriptions used in Ofcom's Broadcast and On Demand Bulletin may therefore cause offence.

Note to Broadcasters

Election programming

On 12 December 2019, a General Election will be taking place in the UK.

Ofcom reminds all broadcasters that they must comply with the rules for election-related programming – in particular, [Sections Five](#) (Due Impartiality)¹ and [Six](#) (Elections and Referendums)² of the Code, as well as the prohibition on political advertising contained in section 321 of the Communications Act 2003 and reflected in Section 7 of the BCAP Code.

As in previous years, following the removal³ of the concept of larger parties from our rules and to help broadcasters to take editorial decisions during election campaigns, we have published an [annual digest of past electoral and current support](#) ahead of this General Election. The digest also sets out the factors we consider when making decisions on election-related programming, including putting more weight on evidence of past electoral support than evidence of current support (e.g. opinion polls).

The rules in Section Six of the Code will apply when the ‘election period’ commences. For this General Election, the election period begins on Wednesday 6 November 2019.

If a complaint raises a substantive due impartiality issue during the election period which Ofcom considers might require redress before the election, it will be considered by Ofcom’s Election Committee⁴. In these cases, it will be necessary for Ofcom to act quickly to determine the outcome in a proportionate and transparent manner before the election, and broadcasters should be prepared to engage with Ofcom on short timescales.

Ofcom will consider any breach arising from election-related programming to be potentially serious and will consider taking appropriate regulatory action, which could include the imposition of a statutory sanction.

For further information about this General Election, broadcasters should visit the Electoral Commission website at www.electoralcommission.org.uk.

If broadcasters would find it helpful to discuss the rules in Sections Five and Six of the Code, they can contact Ofcom (OfcomStandardsTeam@ofcom.org.uk).

¹ See also Ofcom’s [published Guidance to Section Five](#).

² See also Ofcom’s [published Guidance to Section Six](#).

³ On 22 March 2017, Ofcom published its [Statement amending its rules](#) in the areas of due impartiality, due accuracy, elections and referendums. In the Statement, we set out our decision to remove the concept of larger parties from Section Six of the Code and Ofcom’s rules on Party Political and Referendum Broadcasts.

⁴ See Ofcom Election Committee’s [Terms of Reference](#).

Broadcast Standards cases

Resolved

Dr Anand

Spice FM, 29 July 2019, 12:00

Introduction

Spice FM is an adult-orientated community radio station aimed at south Asian listeners in Newcastle upon Tyne. The licence for this service is held by Spice Project Limited (“Spice” or “the Licensee”).

Ofcom received a complaint that the presenter used the term “*fuck*” during a live studio interview: “... *I think two consenting adults can do what the fuck, sorry, I shouldn't say that...*”.

Ofcom requested the Licensee’s comments under the following Code rules:

- Rule 1.14: “The most offensive language must not be broadcast...when children are particularly likely to be listening...”.
- Rule 2.3: “In applying generally accepted standards broadcasters must ensure that material which may cause offence is justified by the context...”.

Response

The Licensee acknowledged the material was problematic and that both it and the presenter apologised and assured Ofcom that this was an uncharacteristic mistake by an experienced presenter.

The Licensee added that it had: recirculated the Code and its internal rules; conducted further training with all volunteers and introduced formal monitoring of all live talk shows.

Decision

[Ofcom’s research on offensive language](#) makes clear that the word “*fuck*” is considered by audiences to be among the most offensive language.

Reflecting our duties under the Communications Act, Rule 1.14 prohibits the broadcast of the most offensive language when children are particularly likely to be listening. [Ofcom’s guidance on offensive language on radio](#) states that this includes between 06:00 and 19:00 during school holidays. In this case the most offensive language was broadcast at 12:00 on a Friday during the school summer holidays.

Rule 2.3 requires that the broadcast of potentially offensive material is justified by the context. Context includes the service on which it is broadcast, the time of broadcast and the likely audience expectations. In our view, the majority of listeners to this station at this time of day were unlikely to have expected to hear the most offensive language.

Ofcom took into account that this was a live programme, the immediate apology issued by the presenter and the steps taken by the Licensee to prevent recurrence. Therefore, Ofcom's Decision is that this matter is resolved.

Resolved

Broadcast Licence Conditions cases

In Breach

Provision of information: relevant turnover submission *Various radio licensees*

Introduction

Ofcom is partly funded by the broadcast licence fees it charges television and radio licensees. Ofcom has a statutory obligation to ensure that the fees paid by licensees meet the cost of Ofcom's regulation of broadcasting. The approach Ofcom takes to determining licensees' fees is set out in the [Statement of Charging Principles](#).

Each year, radio licensees are required to submit to Ofcom an annual statement of their turnover from related activities for the previous calendar year. This is known as Relevant Turnover. The provision of this information is a licence requirement for all radio licensees. The information is used by Ofcom to fulfil its market reporting obligations and, for some licence types, it enables Ofcom to determine the fees for the following year.

A number of radio licensees failed to submit their Relevant Turnover return to Ofcom by the deadline specified.

Ofcom considered that this raised issues warranting investigation under the Licence Condition "General provision of information to Ofcom"¹ which states:

"The Licensee shall furnish to Ofcom in such manner and at such times as Ofcom may reasonably require such documents, accounts, returns, estimates, reports, notices or other information as Ofcom may require for the purpose of exercising the functions assigned to it by or under the 1990 Act, the 1996 Act, or the Communications Act".

Failure by a licensee to submit an annual Relevant Turnover return when required represents a serious and fundamental breach of a broadcast licence, as the absence of the information contained in the return means that Ofcom is unable properly to carry out its regulatory duties.

In Breach

The following licensees failed to submit their Relevant Turnover return. These licensees have therefore been found in **breach** of **Licence Condition 8(1) of the Digital Sound Programme licence**, and **Licence Condition 9(1) of the Radio Licensable Content Service licence**:

Licensee	Service name	Licence Number
Awesome Enterprises Limited	Awesome Radio	DN101370
French Radio London Limited	French Radio London	DP000143
Radio Khushkhabri Limited	Radio Khushkhabri	RLCS000128

¹ Reflected in Condition 8(1) of the Digital Sound Programme licence and Condition 9(1) of the Radio Licensable Content Service licence.

In the case of Radio Khushkhabri Limited, this is the second consecutive breach Ofcom has recorded for failure to provide this information. In August 2018, we recorded a breach finding against the Licensee published in [Issue 360 of Ofcom's Broadcast and On Demand Bulletin](#).

Given the repeated nature of the breach, **Ofcom is putting Radio Khushkhabri on notice that this contravention of its licence will be considered for the imposition of a statutory sanction.**

In Breach

Provision of information: relevant turnover submission *Various TV licensees*

Introduction

Ofcom is partly funded by the broadcast licence fees it charges television and radio licensees. Ofcom has a statutory obligation to ensure that the fees paid by licensees meet the cost of Ofcom's regulation of broadcasting. The approach Ofcom takes to determining licensees' fees is set out in the [Statement of Charging Principles](#). The fees all television licensees are required to pay are based on a percentage of their turnover from related activities. This is known as Relevant Turnover.

Each licensee is required to submit to Ofcom an annual statement of its Relevant Turnover for the previous calendar year. The provision of this information is a licence requirement for Television Licensable Content Services (TLCS) licences. As well as enabling Ofcom to determine the fees for the following year, the information is used by Ofcom to fulfil its market reporting obligations.

A number of television licensees failed to submit their Relevant Turnover return to Ofcom by the deadline specified.

Ofcom considered that this raised issues warranting investigation under the Licence Condition 4(3) "Fees" which states:

"The Licensee shall within 28 days of a request therefore provide Ofcom with such information as it may require for the purposes of determining or revising the tariff..."

Failure to provide Relevant Turnover information to Ofcom when requested represents a significant breach of a broadcast licence, as it means that Ofcom may be unable to determine the fees payable by the Licensee, and prevents us from fulfilling our market reporting obligations.

Resolved

The following licensees failed to submit their Relevant Turnover return for 2018 in accordance with the deadline, but subsequently submitted a late return. For these Licensees, we therefore consider this matter resolved.

Licence Condition 4(3) of the Television Licensable Content Service Licence:

Licensee	Service name	Licence Number
A Plus TV Limited	A Plus TV	TLCS101651BA
Pakistan Television Corporation Limited	PTV Global	TLCS001348BA

In Breach

The following Licensee failed to submit its Relevant Turnover return for 2018. This Licensee has therefore been found **in breach of Licence Condition 4(3) of the Television Licensable Content Service licence:**

Licensee	Service name	Licence Number
Media Platform Ltd	MPL	TLCS001095BA
	MPL Asia	TLCS001293BA

As Ofcom considers this to be a serious and continuing licence breach, **Ofcom is putting Media Platform Ltd on notice that this contravention of its licences will be considered for the imposition of a statutory sanction, including licence revocation.**

Ofcom takes this opportunity to remind all TV licensees that failure to submit Relevant Turnover information when required represents a significant breach of a television broadcasting licence.

Investigations Not in Breach

Here are alphabetical lists of investigations that Ofcom has completed between 14 and 27 October 2019 and decided that the broadcaster or service provider did not breach Ofcom's codes, rules, licence conditions or other regulatory requirements.

Investigations conducted under the Procedures for investigating breaches of content standards for television and radio

Programme	Service	Transmission date	Categories
Katha Guru Nanak Parkash	Sangat	03/05/2019	Advertising/editorial distinction

[How Ofcom conducts investigations about content standards on television and radio programmes](#)

Complaints assessed, not investigated

Here are alphabetical lists of complaints that, after careful assessment, Ofcom has decided not to pursue between 14 and 27 October 2019 because they did not raise issues warranting investigation.

Complaints assessed under the Procedures for investigating breaches of content standards for television and radio

Programme	Service	Transmission Date	Categories	Number of complaints
Rude Tube: Prank Bank	4Music	07/10/2019	Suicide and self harm	1
True Love or True Lies? (trailer)	5Star+1	16/10/2019	Scheduling	1
Public service announcement	Absolute Radio	14/10/2019	Political advertising	1
BT Sport Score	BT Sport 1	05/10/2019	Generally accepted standards	1
Premier League Football: Everton v West Ham	BT Sport 1	19/10/2019	Hypnotic and other techniques	6
The Real Prime Suspect	CBS Reality +1	01/10/2019	Disability discrimination/offence	1
8 Out of 10 Cats	Channel 4	10/10/2019	Generally accepted standards	1
Celebrity Hunted	Channel 4	13/10/2019	Materially misleading	1
Channel 4 News	Channel 4	30/09/2019	Due impartiality/bias	5
Channel 4 News	Channel 4	01/10/2019	Due accuracy	1
Channel 4 News	Channel 4	01/10/2019	Due impartiality/bias	3
Channel 4 News	Channel 4	04/10/2019	Disability discrimination/offence	1
Channel 4 News	Channel 4	15/10/2019	Due impartiality/bias	1
Channel 4 News	Channel 4	19/10/2019	Due impartiality/bias	1
Channel 4 News	Channel 4	19/10/2019	Offensive language	4
Channel ident	Channel 4	20/10/2019	Materially misleading	1
Get Out (trailer)	Channel 4	12/10/2019	Generally accepted standards	1
Gogglebox	Channel 4	13/09/2019	Generally accepted standards	3
Gogglebox	Channel 4	04/10/2019	Due impartiality/bias	21
Gogglebox	Channel 4	11/10/2019	Generally accepted standards	2
Gogglebox	Channel 4	15/10/2019	Due impartiality/bias	1
Gogglebox	Channel 4	Various	Offensive language	1
Hollyoaks	Channel 4	18/10/2019	Scheduling	1
Hollyoaks (trailer)	Channel 4	11/10/2019	Scheduling	1

Programme	Service	Transmission Date	Categories	Number of complaints
Moonlight	Channel 4	12/10/2019	Generally accepted standards	1
Smuggled (trailer)	Channel 4	21/10/2019	Generally accepted standards	1
Smuggled (trailer)	Channel 4	22/10/2019	Generally accepted standards	1
Snackmasters	Channel 4	01/10/2019	Race discrimination/offence	1
Stand Up to Cancer	Channel 4	13/10/2019	Generally accepted standards	1
Stand Up to Cancer	Channel 4	20/10/2019	Generally accepted standards	1
Stand Up to Cancer	Channel 4	20/10/2019	Offensive language	2
Supershoppers	Channel 4	28/08/2019	Materially misleading	25
The British Tribe Next Door (trailer)	Channel 4	13/10/2019	Race discrimination/offence	1
The British Tribe Next Door (trailer)	Channel 4	17/10/2019	Nudity	1
The Circle	Channel 4	03/10/2019	Generally accepted standards	1
The Circle	Channel 4	04/10/2019	Due impartiality/bias	1
The Circle	Channel 4	06/10/2019	Generally accepted standards	1
The Circle	Channel 4	09/10/2019	Race discrimination/offence	47
The Circle	Channel 4	14/10/2019	Race discrimination/offence	1
The Circle	Channel 4	14/10/2019	Religious/Beliefs discrimination/offence	1
The Circle	Channel 4	15/10/2019	Generally accepted standards	2
The Circle	Channel 4	16/10/2019	Generally accepted standards	12
The End of the F***ing World (trailer)	Channel 4	07/10/2019	Scheduling	1
The End of the F***ing World (trailer)	Channel 4	13/10/2019	Scheduling	1
The Great British Bake Off	Channel 4	24/09/2019	Generally accepted standards	1
The Great British Bake Off	Channel 4	15/10/2019	Dangerous behaviour	1
The Great British Bake Off	Channel 4	15/10/2019	Generally accepted standards	2
The Great British Bake Off	Channel 4	15/10/2019	Religious/Beliefs discrimination/offence	3

Programme	Service	Transmission Date	Categories	Number of complaints
The Great British Bake Off	Channel 4	22/10/2019	Generally accepted standards	1
Treasure Island with Bear Grylls	Channel 4	06/10/2019	Animal welfare	1
Channel 5 News	Channel 5	08/10/2019	Generally accepted standards	1
Doing Drugs For Fun?	Channel 5	07/10/2019	Drugs, smoking, solvents or alcohol	1
Gala Bingo's sponsorship of Home and Away	Channel 5	24/09/2019	Sponsorship	1
Jeremy Vine	Channel 5	30/09/2019	Due impartiality/bias	1
Jeremy Vine	Channel 5	30/09/2019	Generally accepted standards	3
Jeremy Vine	Channel 5	02/10/2019	Materially misleading	1
Jeremy Vine	Channel 5	09/10/2019	Age discrimination/offence	1
Jeremy Vine	Channel 5	10/10/2019	Disability discrimination/offence	1
Jeremy Vine	Channel 5	10/10/2019	Race discrimination/offence	1
Jeremy Vine	Channel 5	15/10/2019	Gender discrimination/offence	1
Jeremy Vine	Channel 5	23/10/2019	Gender discrimination/offence	1
Jeremy Vine	Channel 5	24/10/2019	Gender discrimination/offence	1
Live Fight Night: Bellator MMA	Channel 5	12/10/2019	Generally accepted standards	1
The Hunting	Channel 5	30/09/2019	Generally accepted standards	1
The Town The Gypsies Took Over	Channel 5	13/08/2019	Materially misleading	1
The Wonderful World of Crafting	Channel 5	03/10/2019	Gender discrimination/offence	1
Project Z	CITV	21/10/2019	Scheduling	1
Top Gear	Dave	13/10/2019	Violence	1
Comedians Giving Lectures	Dave Ja Vu	29/09/2019	Transgender discrimination/offence	1
London's Burning	Drama	03/10/2019	Other	1
Baby Daddy	E4	03/10/2019	Sexual material	1
Don't Tell the Bride	E4	19/10/2019	Nudity	1
Made in Chelsea	E4	14/10/2019	Generally accepted standards	1
Made in Chelsea	E4	21/10/2019	Race discrimination/offence	1

Programme	Service	Transmission Date	Categories	Number of complaints
Naked Attraction	E4	16/10/2019	Sexual material	1
The British Tribe Next Door (trailer)	E4	21/10/2019	Race discrimination/offence	1
Film Fear season (trailer)	Film4	18/10/2019	Scheduling	1
Tom Kerridge's America	Food Network	18/10/2019	Animal welfare	1
My 600lb Life programme information	Freeview EPG	04/10/2019	Materially misleading	1
Jenny and Ian at Breakfast	GEM 106 Radio	02/10/2019	Generally accepted standards	1
Heart Breakfast	Heart FM	23/10/2019	Generally accepted standards	1
Sian Welby	Heart FM	14/08/2019	Generally accepted standards	1
Afternoon Show	Heartland UK	23/10/2019	Race discrimination/offence	1
5 Gold Rings	ITV	06/10/2019	Generally accepted standards	1
Britain's Got Talent: The Champions	ITV	05/10/2019	Race discrimination/offence	1
Coronation Street	ITV	20/09/2019	Race discrimination/offence	1
Coronation Street	ITV	27/09/2019	Generally accepted standards	3
Coronation Street	ITV	27/09/2019	Sexual material	1
Coronation Street	ITV	04/10/2019	Information/Warnings	5
Coronation Street	ITV	07/10/2019	Information/Warnings	1
Coronation Street	ITV	09/10/2019	Generally accepted standards	2
Coronation Street	ITV	18/10/2019	Generally accepted standards	1
Coronation Street	ITV	23/10/2019	Generally accepted standards	1
Doc Martin	ITV	02/10/2019	Dangerous behaviour	1
Emmerdale	ITV	08/10/2019	Sexual material	1
Emmerdale	ITV	10/10/2019	Drugs, smoking, solvents or alcohol	1
Emmerdale	ITV	16/10/2019	Generally accepted standards	1
Good Morning Britain	ITV	11/09/2019	Transgender discrimination/offence	950
Good Morning Britain	ITV	23/09/2019	Due impartiality/bias	1
Good Morning Britain	ITV	24/09/2019	Due impartiality/bias	2

Programme	Service	Transmission Date	Categories	Number of complaints
Good Morning Britain	ITV	25/09/2019	Disability discrimination/offence	5
Good Morning Britain	ITV	30/09/2019	Race discrimination/offence	1
Good Morning Britain	ITV	02/10/2019	Generally accepted standards	20
Good Morning Britain	ITV	07/10/2019	Gender discrimination/offence	1
Good Morning Britain	ITV	07/10/2019	Generally accepted standards	1
Good Morning Britain	ITV	08/10/2019	Generally accepted standards	186
Good Morning Britain	ITV	10/10/2019	Generally accepted standards	1
Good Morning Britain	ITV	14/10/2019	Generally accepted standards	2
Good Morning Britain	ITV	14/10/2019	Transgender discrimination/offence	1
Good Morning Britain	ITV	15/10/2019	Materially misleading	1
Good Morning Britain	ITV	15/10/2019	Transgender discrimination/offence	15
Good Morning Britain	ITV	18/10/2019	Due impartiality/bias	1
Good Morning Britain	ITV	21/10/2019	Generally accepted standards	1
Good Morning Britain / Lorraine	ITV	07/10/2019	Competitions	1
Inside Prison: Britain Behind Bars	ITV	06/10/2019	Generally accepted standards	1
Inside Prison: Britain Behind Bars	ITV	10/10/2019	Materially misleading	1
ITV News	ITV	16/09/2019	Due accuracy	1
ITV News	ITV	26/09/2019	Due impartiality/bias	1
ITV News	ITV	26/09/2019	Generally accepted standards	3
ITV News	ITV	01/10/2019	Due impartiality/bias	1
ITV News	ITV	01/10/2019	Violence	1
ITV News	ITV	08/10/2019	Due impartiality/bias	1
ITV News	ITV	12/10/2019	Due impartiality/bias	1
ITV News	ITV	14/10/2019	Due impartiality/bias	1
ITV News	ITV	14/10/2019	Generally accepted standards	1
ITV News	ITV	14/10/2019	Religious/Beliefs discrimination/offence	1
Judge Rinder	ITV	08/10/2019	Generally accepted standards	1

Programme	Service	Transmission Date	Categories	Number of complaints
Loose Women	ITV	17/09/2019	Transgender discrimination/offence	1
Loose Women	ITV	14/10/2019	Generally accepted standards	1
Loose Women	ITV	15/10/2019	Generally accepted standards	2
Party Political Broadcast by the Conservative Party	ITV	02/10/2019	Materially misleading	1
Paul O'Grady's Little Heroes	ITV	17/10/2019	Generally accepted standards	1
Peston	ITV	09/10/2019	Due impartiality/bias	1
Public service announcements	ITV	22/10/2019	Political advertising	1
Rugby World Cup	ITV	05/10/2019	Race discrimination/offence	1
Rugby World Cup	ITV	06/10/2019	Race discrimination/offence	1
Rugby World Cup: Japan v Russia	ITV	20/09/2019	Race discrimination/offence	1
The Chase	ITV	30/09/2019	Generally accepted standards	1
The Jonathan Ross Show	ITV	05/10/2019	Generally accepted standards	1
This Morning	ITV	31/07/2019	Race discrimination/offence	1
This Morning	ITV	08/10/2019	Generally accepted standards	1
This Morning	ITV	10/10/2019	Materially misleading	1
Who Wants to Be a Millionaire?	ITV	13/10/2019	Generally accepted standards	1
ITV News Central	ITV Central	04/10/2019	Generally accepted standards	2
ITV Wales News	ITV Wales	26/09/2019	Due impartiality/bias	1
Coronation Street	ITV2	29/09/2019	Generally accepted standards	1
Don't Hate the Playaz	ITV2	02/10/2019	Race discrimination/offence	2
Plebs	ITV2	30/09/2019	Animal welfare	7
Take Me Out	ITV2	09/10/2019	Generally accepted standards	1
You've Been Framed	ITV2	23/09/2019	Generally accepted standards	1
You've Been Framed	ITV2	10/10/2019	Generally accepted standards	1

Programme	Service	Transmission Date	Categories	Number of complaints
Sam & Billie: The Mummy Diaries	ITVBe	09/10/2019	Product placement	1
The Real Housewives of Cheshire	ITVBe	14/10/2019	Generally accepted standards	2
The Real Housewives of Cheshire	ITVBe	20/10/2019	Generally accepted standards	1
Södertäljepolis	Kanal 5 (Sweden)	27/08/2019	Materially misleading	1
Andrew Pierce	LBC 97.3 FM	11/10/2019	Generally accepted standards	1
James O'Brien	LBC 97.3 FM	15/10/2019	Generally accepted standards	1
Nick Ferrari	LBC 97.3 FM	30/09/2019	Due impartiality/bias	1
Nick Ferrari	LBC 97.3 FM	11/10/2019	Generally accepted standards	1
Nigel Farage	LBC 97.3 FM	11/09/2019	Crime and disorder	1
Nigel Farage	LBC 97.3 FM	29/09/2019	Due accuracy	1
Nigel Farage	LBC 97.3 FM	07/10/2019	Materially misleading	1
Shelagh Fogarty	LBC 97.3 FM	30/09/2019	Generally accepted standards	1
Shelagh Fogarty	LBC 97.3 FM	02/10/2019	Generally accepted standards	1
Shelagh Fogarty	LBC 97.3 FM	04/10/2019	Gender discrimination/offence	1
Steve Allen	LBC 97.3 FM	21/10/2019	Generally accepted standards	1
Public service announcements	n/a	Various	Political advertising	1
Poranna Zmiana	Polish Radio London (PRL)	03/10/2019	Generally accepted standards	1
Q Radio Breakfast	Q Radio 96.7 (Belfast)	10/10/2019	Disability discrimination/offence	1
EFL	Quest	02/10/2019	Product placement	1
Fantom Works	Quest	27/09/2019	Offensive language	1
Fantom Works	Quest	01/10/2019	Offensive language	1
Gujrati Radio Show	Radio Faza 97.1 FM	17/08/2019	Hatred and abuse	1
Dr Pimple Popper (trailer)	Really	21/10/2019	Generally accepted standards	1
Territorija Zabluhdenijs Igorem Prokopenko	Ren TV Baltic	10/07/2019	Due impartiality/bias	1
All Out Politics	Sky News	23/09/2019	Generally accepted standards	1
All Out Politics	Sky News	24/09/2019	Due impartiality/bias	1
All Out Politics	Sky News	09/10/2019	Due impartiality/bias	3

Programme	Service	Transmission Date	Categories	Number of complaints
All Out Politics	Sky News	09/10/2019	Offensive language	1
All Out Politics	Sky News	21/10/2019	Due impartiality/bias	1
Kay Burley	Sky News	24/09/2019	Due impartiality/bias	1
Kay Burley	Sky News	01/10/2019	Gender discrimination/offence	1
Kay Burley	Sky News	01/10/2019	Generally accepted standards	1
Kay Burley	Sky News	02/10/2019	Due impartiality/bias	1
Kay Burley at Breakfast	Sky News	14/10/2019	Generally accepted standards	1
Kay Burley at Breakfast	Sky News	17/10/2019	Generally accepted standards	72
Kay Burley at Breakfast	Sky News	21/10/2019	Due impartiality/bias	1
Paper Review	Sky News	28/09/2019	Generally accepted standards	1
Sky News	Sky News	12/09/2019	Materially misleading	1
Sky News	Sky News	18/09/2019	Under 18s in programmes	1
Sky News	Sky News	24/09/2019	Due impartiality/bias	1
Sky News	Sky News	25/09/2019	Due impartiality/bias	2
Sky News	Sky News	29/09/2019	Due impartiality/bias	1
Sky News	Sky News	01/10/2019	Due impartiality/bias	1
Sky News	Sky News	01/10/2019	Generally accepted standards	1
Sky News	Sky News	02/10/2019	Due accuracy	1
Sky News	Sky News	04/10/2019	Generally accepted standards	1
Sky News	Sky News	07/10/2019	Due impartiality/bias	1
Sky News	Sky News	07/10/2019	Generally accepted standards	1
Sky News	Sky News	09/10/2019	Due impartiality/bias	1
Sky News	Sky News	10/10/2019	Due accuracy	1
Sky News	Sky News	12/10/2019	Due accuracy	1
Sky News	Sky News	12/10/2019	Religious/Beliefs discrimination/offence	1
Sky News	Sky News	14/10/2019	Due accuracy	1
Sky News	Sky News	Various	Due impartiality/bias	1
Sophy Ridge	Sky News	06/10/2019	Generally accepted standards	1
Stella (trailer)	Sky News	07/10/2019	Offensive language	1
Stella (trailer)	Sky News	17/10/2019	Sexual material	1
The Pledge	Sky News	10/10/2019	Due accuracy	1

Programme	Service	Transmission Date	Categories	Number of complaints
Premier League Football: Crystal Palace v Manchester City	Sky Sports Football	19/10/2019	Hypnotic and other techniques	1
Live EFL: Queens Park Rangers v West Bromwich Albion	Sky Sports Main Event	28/09/2019	Generally accepted standards	1
Premier League Football: Crystal Palace v Manchester City	Sky Sports Main Event	19/10/2019	Hypnotic and other techniques	1
Premier League Football: Everton v Manchester City	Sky Sports Main Event	28/09/2019	Race discrimination/offence	1
Sky Sports News at Ten	Sky Sports News	18/10/2019	Materially misleading	1
Live Renault Super Sunday	Sky Sports Premier League	20/10/2019	Hypnotic and other techniques	1
A League of Their Own	Sky1	04/10/2019	Generally accepted standards	1
Rob and Romesh vs Fashion	Sky1	30/09/2019	Offensive language	1
Studio 66	Studio 66 TV	11/10/2019	Participation TV – Harm	1
Studio 66	Studio 66 TV	13/10/2019	Participation TV – Harm	1
Party Political Broadcast by the Scottish National Party	STV	14/10/2019	Generally accepted standards	1
STV News	STV	05/09/2019	Generally accepted standards	1
STV News	STV	29/09/2019	Due impartiality/bias	1
The Independent Republic of Mike Graham	Talk Radio	26/09/2019	Generally accepted standards	1
Drive	Talksport	11/10/2019	Materially misleading	1
GameDay Exclusive: Everton v West Ham	Talksport	19/10/2019	Generally accepted standards	1
Grind My Gears	Talksport	11/10/2019	Generally accepted standards	1
UTV Live	UTV	17/09/2019	Due impartiality/bias	1
Guddan Tumse Na Ho Payega	ZEE TV	14/08/2019	Cross/self promotions	1

[How Ofcom assesses complaints about content standards on television and radio programmes](#)

Complaints assessed under the Procedures for investigating breaches of content standards on BBC broadcasting services and BBC ODPS.

Programme	Service	Transmission Date	Categories	Number of complaints
Climate Change: The Facts	BBC 1	18/04/2019	Materially misleading	1
The One Show	BBC 1	30/04/2019	Materially misleading	1
Today	BBC Radio 4	29/04/2019	Due accuracy	1

[How Ofcom assesses complaints about content standards on BBC broadcasting services and BBC ODPS](#)

Complaints assessed under the General Procedures for investigating breaches of broadcast licences

Here is an alphabetical list of complaints that, after careful assessment, Ofcom has decided not to pursue between 14 and 27 October 2019 because they did not raise issues warranting investigation.

Licensee	Licensed service	Categories	Number of complaints
Radio Newark Limited	Radio Newark	Key Commitments	1
Smooth Radio NE Ltd	Smooth Radio North East	Format	1

How Ofcom assesses complaints about broadcast licences

Complaints assessed under the Procedures for investigating breaches of rules for On Demand programme services

Service provider	Categories	Number of complaints
CHILI	Access services	1

How Ofcom assesses complaints about on demand services

Complaints outside of remit

Here are alphabetical lists of complaints received by Ofcom that fell outside of our remit. This is because Ofcom is not responsible for regulating the issue complained about. For example, the complaints were about the content of television, radio or on demand adverts or an on demand service that does not fall within the scope of regulation.

Programme	Service	Transmission Date	Categories	Number of complaints
Advertisement	All 4	05/10/2019	Advertising content	1
Glastonbury	BBC 2	30/06/2019	Outside of remit	1
Programming	BBC channels	Various	Outside of remit	1
Programming (trailers)	BBC channels	n/a	Outside of remit	1
n/a	BBC Red Button	n/a	Outside of remit	2
UEFA Champions League Highlights	BT Sport 2	23/10/2019	Outside of remit	1
n/a	Buchan Radio	14/10/2019	Other	1
Advertisement	Channel 4	16/10/2019	Advertising content	1
Advertisement	Channel 4	17/10/2019	Advertising content	1
Channel 4 News	Channel 4	01/10/2019	Outside of remit	1
Continuity announcement	Channel 4	17/10/2019	Outside of remit	1
Gogglebox	Channel 4	18/10/2019	Outside of remit	1
Miss Peregrine's Home For Peculiar Children	Channel 4	17/08/2019	Outside of remit	1
The Handmaid's Tale	Channel 4	28/07/2019	Outside of remit	1
Advertisement	Channel 5	14/10/2019	Advertising content	1
Advertisement	Channel 5	22/10/2019	Advertising content	1
Miss Christmas	Channel 5	20/10/2019	Outside of remit	1
Advertisement	Classic FM	19/10/2019	Advertising content	1
Programming	FGTeeV YouTube Channel	28/09/2019	Protection of under 18s	1
Life Matters	God TV	20/10/2019	Outside of remit	1
Life Matters	God TV	22/10/2019	Outside of remit	1
Advertisement	Greatest Hits Radio	18/10/2019	Advertising content	1
Tefal Cook4me	Ideal World	15/10/2019	Teleshopping	1
Instagram	Instagram page Green_Chidi	24/10/2019	Outside of remit	1
Advertisement	ITV	10/10/2019	Advertising content	1
Advertisement	ITV	13/10/2019	Advertising content	1
Advertisement	ITV	14/10/2019	Advertising content	2
Advertisement	ITV	15/10/2019	Advertising content	1
Advertisement	ITV	16/10/2019	Advertising content	1
Advertisement	ITV	17/10/2019	Advertising content	1
Advertisement	ITV	19/10/2019	Advertising content	4
Advertisements	ITV	20/10/2019	Advertising content	2

Programme	Service	Transmission Date	Categories	Number of complaints
The X Factor: Celebrity	ITV	19/10/2019	Outside of remit	4
Programming	ITV Hub	10/09/2019	Non-editorial	1
Advertisement	ITV3	11/10/2019	Advertising content	1
Advertisement	Magic FM	11/10/2019	Advertising content	1
Advertisement	Moorlands Radio	12/10/2019	Advertising content	1
Advertisements	Moorlands Radio	18/10/2019	Advertising content	1
Programming	Morgz YouTube Channel	08/09/2019	Protection of under 18s	1
Advertisement	n/a	23/10/2019	Advertising content	1
Programme trailer	n/a	23/10/2019	Outside of remit	1
Sound and Fury	Netflix	01/10/2019	Generally accepted standards - other	1
Wheeler Dealers	Quest	14/10/2019	Outside of remit	1
All Out Politics	Sky News	21/10/2019	Outside of remit	1
Sky News	Sky News	19/10/2019	Outside of remit	1
Subtitling	Sky Q	Various	Other	1
Funny Women at Women of The World Festival 2012	Southbank Centre YouTube Channel	14/09/2019	Other	1
Programming	Unknown	12/10/2019	Non-editorial	2
Advertisement	W	13/10/2019	Advertising content	1

[More information about what Ofcom's rules cover](#)

BBC First

The BBC Royal Charter and Agreement was published in December 2016, which made Ofcom the independent regulator of the BBC.

Under the BBC Agreement, Ofcom can normally only consider complaints about BBC programmes where the complainant has already complained to the BBC and the BBC has reached its final decision (the 'BBC First' approach).

The complaints in this table had been made to Ofcom before completing the BBC's complaints process.

Complaints about BBC television, radio or on demand programmes

Programme	Service	Transmission or Accessed Date	Categories	Number of Complaints
BBC Breakfast News	BBC 1	05/10/2019	Due impartiality/bias	1
BBC News	BBC 1	21/07/2019	Due impartiality/bias	1
BBC News	BBC 1	07/10/2019	Due impartiality/bias	1
BBC News	BBC 1	11/10/2019	Due impartiality/bias	1
BBC News	BBC 1	14/10/2019	Due impartiality/bias	1
Breakfast	BBC 1	15/10/2019	Generally accepted standards	1
Casualty	BBC 1	10/10/2019	Generally accepted standards	1
EastEnders	BBC 1	11/10/2019	Generally accepted standards	1
EastEnders	BBC 1	15/10/2019	Violence	1
Peaky Blinders	BBC 1	21/09/2019	Religious/Beliefs discrimination/offence	1
Question Time	BBC 1	27/10/2011	Due impartiality/bias	1
Question Time	BBC 1	05/09/2019	Due impartiality/bias	1
Question Time	BBC 1	10/10/2019	Generally accepted standards	1
Strictly Come Dancing	BBC 1	12/10/2019	Competitions	7
Sunday Politics	BBC 1	29/09/2019	Generally accepted standards	1
The Andrew Marr Show	BBC 1	12/05/2019	Due impartiality/bias	1
The Andrew Marr Show	BBC 1	13/10/2019	Due impartiality/bias	1
The Andrew Marr Show	BBC 1	13/10/2019	Generally accepted standards	1
The Apprentice	BBC 1	16/10/2019	Gender discrimination/offence	6
The Rise of the Nazis	BBC 1	06/10/2019	Generally accepted standards	1
Hairy Bikers Route 66	BBC 2	24/10/2019	Drugs, smoking, solvents or alcohol	1
Newsnight	BBC 2	05/09/2019	Due accuracy	1

Programme	Service	Transmission or Accessed Date	Categories	Number of Complaints
Newsnight	BBC 2	30/09/2019	Due impartiality/bias	1
The Mash Report	BBC 2	13/10/2019	Generally accepted standards	1
BBC News	BBC channels	04/10/2019	Due impartiality/bias	1
Programming	BBC channels	Various	Due impartiality/bias	1
The Mash Report	BBC iPlayer	05/10/2019	Generally accepted standards	1
Watchdog	BBC iPlayer	17/10/2019	Materially misleading	1
BBC News	BBC News Channel	31/05/2019	Due impartiality/bias	1
BBC News	BBC News Channel	01/06/2019	Due impartiality/bias	1
BBC News	BBC News Channel	03/10/2019	Due impartiality/bias	1
BBC News	BBC News Channel	09/10/2019	Due impartiality/bias	1
Scott Mills in the Afternoon	BBC Radio 1	03/09/2019	Generally accepted standards	1
The Zoe Ball Breakfast Show	BBC Radio 2	Various	Generally accepted standards	1
BBC News	BBC Radio 4	01/10/2019	Due impartiality/bias	1
My Life: I Will Survive	CBBC	14/10/2019	Scheduling	1

Investigations List

If Ofcom considers that a broadcaster or service provider may have breached its codes, rules, licence condition or other regulatory requirements, it will start an investigation.

It is important to note that an investigation by Ofcom does not necessarily mean the broadcaster or service provider has done anything wrong. Not all investigations result in breaches of the codes, rules, licence conditions or other regulatory requirements being recorded.

Here are alphabetical lists of new investigations launched between 14 and 27 October 2019.

Investigations launched under the Procedures for investigating breaches of content standards for television and radio

Programme	Service	Transmission date
Subh Saverey Pakistan	92 News	21/08/2019
Geoff Ruderham	Black Diamond FM 107.8	02/09/2019
Truth Exposed (Peace TV)	Peace TV	08/10/2019
Top Fifteens	Radio Caroline	30/09/2019
Resonance FM	Resonance FM	04/10/2019

[How Ofcom assesses complaints and conducts investigations about content standards on television and radio programmes](#)

Investigations launched under the Procedures for the consideration and adjudication of Fairness and Privacy complaints

Programme	Service	Transmission date
24 Hours in Police Custody	Channel 4	29/07/2019
Naya Pakistan	Geo News	22/06/2019
Breaking Point with Malick	Hum News	14/07/2019

[How Ofcom considers and adjudicates upon Fairness and Privacy complaints about television and radio programmes](#)

Investigations launched under the General Procedures for investigating breaches of broadcast licences

Licensee	Licensed Service
Awaaz FM Community Radio CIC	Awaaz Radio
Esplanade Vale Media Limited	British Muslim TV

[How Ofcom assesses complaints and conducts investigations about broadcast licences](#)