

OFCOM BROADCAST AND ON DEMAND BULLETIN

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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.

Broadcast Standards cases

In Breach

Programming

Radio Matryoshka, 12 July 2019, 18:53

Introduction

Radio Matryoshka is a Russian language service broadcasting a mix of Russian and world pop music, news and entertainment, available on DAB in London. The licence is held by Matreshka Media House Ltd ("Matreshka Media" or "the Licensee").

Ofcom received a complaint about offensive language in the "Touch Down (Remix)" music track by Stylo G (feat. Fanatix & Nicki Minaj), which contained the following lyrics:

"She wan' give me the vagina".

"I don't fuck with the middle man low ranks".

"Ride the dick good when mi man reach".

Ofcom considered the broadcast raised issues warranting investigation under the following rules of the Code:

- Rule 1.14: "The most offensive language must not be broadcast when children are particularly likely to be listening."
- Rule 1.16: "Offensive language must not be broadcast when children are particularly likely to be listening unless it is justified by the context."
- Rule 2.3: "In applying generally accepted standards broadcasters must ensure that material which may cause offence is justified by the context. Such material may include, but is not limited to, offensive language... Appropriate information should also be broadcast where it would assist in avoiding or minimising offence."

We therefore requested comments from the Licensee on how the content complied with these rules.

Response

Matreshka Media said that it did not consider the word vagina to be "a swearword". However, on reflection, it accepted that "the word may have – and apparently has – been deemed offensive by someone, most likely because of the context in which it was used..." The Licensee said that it had removed the song from the playlist "even before any complaints were made".

It did not comment on the use of the other language.

In response to our Preliminary View, Matreshka Media apologised and explained that the incident was an accidental oversight. The Licensee said that it had not intended to cause offence and it had now 'tightened up' its playlist selection and scheduling procedure to prevent future incidents from occurring.

Decision

Reflecting our duties under the Communications Act 2003, Section One of the Code requires that people under eighteen are protected from unsuitable material in programmes. Section Two of the Code requires that generally accepted standards are applied to provide adequate protection for members of the public from the inclusion of offensive and harmful material in programmes.

Rule 1.14

Rule 1.14 states that the most offensive language must not be broadcast when children are particularly likely to be listening.

The song included one use of the word "fuck". [Ofcom's 2016 research on offensive language](#) clearly indicates that this word is considered by audiences to be among the strongest examples of offensive language.

The Code states that the times when children are particularly likely to be listening to radio are "the school run and breakfast time, but might include other times". [Ofcom's guidance on offensive language in radio](#) states that "broadcasters should have particular regard to broadcasting content at the following times:

- between 06:00 and 09:00 and 15:00 and 19:00 Monday to Friday during term time; and
- between 06:00 and 19:00 at weekends all year around, and in addition, during the same times from Monday to Fridays during school holidays.

This song was broadcast on a Friday evening at 18:53, a time when Ofcom considers children are particularly likely to be listening. Therefore, our Decision is that the broadcast was in breach of Rule 1.14.

Rule 1.16

Rule 1.16 states that offensive language must not be broadcast when children are particularly likely to be listening unless it is justified by the context.

Ofcom's 2016 offensive language research found the word "dick" to be 'strong language'. Ofcom therefore considered whether the use of this word was justified by the context. Context includes for example: the editorial content of the programme, the service on which it is broadcast, the time of broadcast and the likely size and composition of the potential audience and the likely expectation of the audience.

Ofcom identified no contextual factors to justify the broadcast of the content at a time when children were likely to be listening and the Licensee provided no such justification in its representations. Our Decision is therefore that the broadcast was in breach of Rule 1.16.

Rule 2.3

Rule 2.3 states that broadcasters must ensure that material which may cause offence is justified by the context.

In this case, the Licensee broadcast a song that contained one instance of the most offensive language and lyrics of a strong sexual nature (e.g. *"Ride the dick good when mi man reach"*). Ofcom considered that this content clearly had the potential to cause offence to listeners.

We therefore considered whether the broadcast was justified by context. In our view, the majority of listeners of a radio station playing a broad range of music, entertainment and news would be unlikely to expect to hear a song containing the most offensive language and strong sexual content at the time this track was broadcast.

Our Decision is that the broadcast was in breach of Rule 2.3.

Breaches of Rules, 1.14, 1.16 and 2.3

In Breach

Winter Sports

Freesports, 8 June 2019, 16:19

Introduction

Freesports is a channel that provides free-to-air sports programming. Its licence is held by Freesports Limited ("Freesports" or "the Licensee").

Ofcom received a complaint about the broadcast of offensive language during the above programme.

At approximately 16:19, after watching people kayak in icy waters, a spectator featured in the programme says; *"I love kayaking, but I don't want to do something like this, this is fucking crazy"*.

We considered this material raised potential issues under Rule 1.14 of the Code which states:

Rule 1.14: "The most offensive language must not be broadcast before the watershed".

We therefore asked the Licensee how the programme complied with this rule.

Response

The Licensee explained that this programme "was an external delivered show" which it had been told by the production company, was suitable for viewing before the watershed. The Licensee added that the production company deliver 152 hours of content per year, however in this case, they failed to review the programme properly, and this was missed by Freesports' compliance team. Freesports apologised, adding it understood that swearing "is a no-go" and told Ofcom that this issue would be shared internally to prevent a recurrence.

Decision

Reflecting our duties under the Communications Act 2003, Section One of the Code requires that people under eighteen are protected from unsuitable material in programmes.

Rule 1.14 of the Code states that the most offensive language must not be broadcast before the watershed.

[Ofcom's 2016 research on offensive language](#) clearly indicates that the word "fuck" and variations of it are considered by audiences to be among the most offensive language. In this case, the word *"fucking"* was broadcast in a pre-recorded programme at approximately 16:19. The most offensive language was broadcast before the watershed and therefore our decision is that Rule 1.14 was breached.

The Licensee had acquired this programme from an external source and told us that it had believed it was suitable for broadcast before the watershed. However it failed to demonstrate to Ofcom the steps it had taken itself to ensure the programme complied with the Code. We remind the Licensee that all broadcasters have an obligation under their

Ofcom licences for ensuring that the content they transmit is compliant, irrespective of whether a programme is acquired or commissioned.

Ofcom has recorded two breaches¹ by the Licensee of our rules on offensive language in the last four months. While we acknowledged that the Licensee said it was seeking to prevent a recurrence, we remain concerned about its compliance procedures. We are therefore requesting that the Licensee attends a meeting at Ofcom to discuss its approach to compliance.

Breach of Rule 1.14

¹ [Issue 378 of Ofcom's Broadcast and On Demand Bulletin](#) and [Issue 384 of Ofcom's Broadcast and On Demand Bulletin](#)

In Breach

Ramadan Kareem with Reema Khan A1TV, 8 May 2019, 13:45

Introduction

A1TV is a news and entertainment channel which is targeted towards the Asian (primarily Pakistani) community in the UK. The licence for the service is held by Future Media Network Ltd ("Future Media Networks" or "the Licensee").

Ofcom received a complaint about the appearance of commercial brands in the above programme. The logos of four products – Dalda¹, Sabroso², Sprite and Canderel – were visible in various places around the cooking demonstration throughout most of the programme.

The presenter, Reema Khan ("RK") and the chef, Gulzar ("G"), made the following references to Sprite during the programme:

G: *"I'm not going to use water to mix this up".*

RK: *"Okay, what will you use?"*

G: *"For this I will use Sprite".*

RK: *"My God. This is the first time I'm seeing this".*

G: *"I'm going to tell you about the technique. For all the people watching, if your pakoras are not coming out nice and crispy, then add some Sprite in place of water. Your pakoras will be so brilliant, so fluffy, like they've never been before...I'm just going to put in some Sprite".*

RK: *"You have put in some Sprite, okay".*

Ofcom requested information from the Licensee about any commercial arrangements associated with the appearance of commercial brands in the programme. Future Media Networks did not identify any commercial arrangements relating to these references to the brands in the programme. On this basis, we considered that the material raised potential issues under Rule 9.5 of the Code.

Rule 9.5: "No undue prominence may be given in programming to a product, service or trade mark. Undue prominence may result from:

- the presence of, or reference to, a product, service or trade mark in programming where there is no editorial justification; or
- the manner in which a product, service or trade mark appears or is referred to in programming".

¹ Dalda is a brand of hydrogenated vegetable oil that is popular in South Asia.

² Sabroso is a company based in Pakistan that produces chicken products.

We therefore sought comments from the Licensee about how the programme complied with this rule.

Response

Future Media Networks said that the programme was broadcast during Ramadan due to its religious importance.

The Licensee explained that it had acquired the content from a news channel based in Pakistan and despite time constraints, resources and the differing regulatory regime in the UK, this was edited for broadcast on A1TV. However, it said that a “newly appointed transmission operator” had broadcast an unedited version of the programme by mistake.

Future Media Networks said that it understood the importance of editing commercial branding in programming. It said that edited content is approved by a monitoring department and that following this incident, it had introduced a second layer of trained compliance staff that watched edited programmes with transmission operators to ensure compliance.

The Licensee apologised for the error and assured Ofcom that it would not happen again.

Decision

Reflecting our duties under section 319 of the Communications Act 2003 (“the Act”), Section Nine of the Code limits the extent to which commercial references can feature within television programming. This helps ensure that a distinction is maintained between editorial and advertising. Section Nine does not proscribe all references to products and services in programmes. However, it requires that such references are not given undue prominence.

The degree of prominence given to a product, service or trade mark will be judged against the editorial context in which the reference to it appears. [Ofcom's Guidance](#) explains that the exposure a commercial reference receives needs to be considered against the editorial requirements of the programme.

Although in this case product placement arrangements did not appear to be in place, we were mindful of the statutory and regulatory regime which restricts the inclusion in programmes of certain products deemed to require a greater level of protection for viewers. For example, based on specific requirements set out in the Act, the Code prohibits the product placement of certain products. These include foods that are high in fat, salt and sugar (“HFSS”). Consistent with this, we would anticipate that broadcasters take particular care over commercial references for such products and the level of prominence given to them. In this case, two of the commercial references in the programme appeared to be for HFSS products.

There were visual references to Dalda, Sabroso, Canderel and Sprite during this cookery programme, as well as oral references on how Sprite could be used in cooking during the demonstration. Ofcom considered that, given that the programme involved cooking with food products, there was editorial justification for products to be visible during the programme. However, we considered that the programme gave undue prominence to the four products because their logos were placed purposefully in full view of the camera during

the majority of the programme. In the case of Sprite, there were also oral references to how the product could be used to cook pakoras.

Ofcom accepted that the references to the products occurred as a result of human error and acknowledged the Licensee's assurance that the error would not be repeated. However, taking into account the above factors, Ofcom's Decision is that the programme gave undue prominence to the four products, in breach of Rule 9.5 of the Code.

Breach of Rule 9.5

In Breach

PSL Cricket

HUM Masala, 9 March 2019, 13:30

Introduction

Hum Masala is a television channel serving the Pakistani community in the UK and Europe. The licence for the service is held by HUM Network UK Limited ("HUM Network" or "the Licensee"). The channel's main output comprises cookery and food related programmes but during February and March 2019 it also showed live coverage of the Pakistani Super League ("PSL") cricket tournament.

Ofcom received a complaint about the Licensee's live PSL coverage on 9 March 2019. The complainant alerted Ofcom to a large screen to the right of the presenter which was clearly visible to viewers during studio discussion and analysis before, during and after the match. The screen displayed a repeated sequence of logos for nine products or services.

We requested information from the Licensee about any commercial arrangements associated with the logos displayed on the screen. Based on the information provided, we considered that the material raised potential issues under Rule 9.5 of the Code.

Rule 9.5: "No undue prominence may be given in programming to a product, service or trade mark. Undue prominence may result from:

- the presence of, or reference to, a product, service or trade mark in programming where there is no editorial justification; or
- the manner in which a product, service or trade mark appears or is referred to in programming".

We therefore sought comments from the Licensee about how the programme complied with this rule.

Response

The Licensee said that the PSL is a major event broadcast to cricket supporting countries globally and that all international broadcasters receive the same live feed of the event. It added that HUM Network's agreement with the Pakistani Cricket Board, through an authorised third party, was to provide the international broadcast feed to the UK.

HUM Network referenced Ofcom's decision on Sky Sport's live coverage of the Formula One Grand Prix in Singapore ("the F1 Decision"), which was published in [Issue 359 of Ofcom's Broadcast and On Demand Bulletin](#). It said that it understood from this decision that Ofcom had given broadcasters a degree of leeway with live feeds of sporting events and it was aware that commercial brands would be part of the broadcast when entering into an agreement to acquire the rights to broadcast the PSL tournament.

It argued that it had no influence on the decision to include these brands in the output and referred to Sky UK Limited's representations in the F1 Decision regarding the practicalities of applying undue prominence rules to this type of content.

It also echoed the broadcaster's concerns reflected in the F1 Decision about the detriment to the viewer experience if undue prominence rules prevented broadcasters from delivering live or near live sports content to UK audiences.

The Licensee said that it understood that Ofcom does not necessarily view the proportionality of commercial branding on screen but pointed out that the specific content was on screen for less than 30 minutes out of a 230-minute broadcast. It therefore argued that, particularly given that there were no displays behind the participants other than the presenter, the prominence of these brands in the programme overall was negligible. HUM Network compared this with the F1 Decision which concluded that at times the images "dominated the screen" and "had no editorial relevance". While the Licensee acknowledged that it could be argued the commercial brands in the studio had no editorial relevance, it said the same could apply to other brands on display at the actual event.

HUM Network said that having been made aware of Ofcom's concerns about undue prominence in live feeds of sports events, it would take the opportunity to discuss its relationship with the PSL management and the possibility of delivering an international feed without the inclusions of the brands in the studio.

Decision

Reflecting our duties under the Communications Act 2003, Section Nine of the Code limits the extent to which commercial references can feature within television programming. This helps ensure that a distinction is maintained between editorial and advertising. Section Nine does not proscribe all references to products and services in programmes. However, it requires that such references are not given undue prominence.

Undue prominence is not solely a matter of the size or duration of a commercial reference. The nature of the programme, likely audience expectations and the suitability of the commercial reference are some of the other factors Ofcom will take into account when determining whether a reference is unduly prominent.

In all cases the degree of prominence given to a product, service or trade mark will be judged against the editorial context in which the reference to it appears. [Ofcom's Guidance](#) explains that the exposure a commercial reference receives needs to be considered against the editorial requirements of the programme. As reflected in the F1 Decision, we recognise that industry developments over the years have changed the way in which televised sport reaches viewers. For some sports, individual broadcasters may film and transmit their own coverage. For others, such as PSL, content is provided by a third party.

As also acknowledged in the F1 Decision, Ofcom recognises the challenges faced by broadcasters when transmitting a live third-party feed of a sports event. However, these challenges do not absolve an Ofcom licensee of its responsibilities to ensure that the content it transmits complies with the Code. In terms of the extent to which commercial references can feature in content, it is important that a broadcaster carefully balances the interests of viewers with the need to maintain a clear distinction between advertising and editorial content.

It is also important to consider the distinction between branding that is present at the location of a sporting event and branding that is exclusively intended for viewers of the programme. Sporting events such as PSL Cricket have advertising and sponsorship arrangements in place which result in extensive branding at the venue itself (e.g. around the perimeter of the cricket pitch). We accept that when broadcasting coverage of these events, it is inevitable that visual references to the event sponsors will be captured on camera. However, the same cannot be said of branding included in the television coverage of the event that is not part of the event itself and has the sole purpose of being seen by television viewers.

This programme contained three studio discussion segments with a total duration of approximately 35 minutes. Although this content also comprised shots of the studio participants and footage of the current and previous matches, a screen in the studio showing a repeated sequence of products and services that had no editorial relevance featured heavily throughout these programme segments. Further, there were several occasions when the display (and consequently, the branding appearing on it) occupied a large portion of the screen. Therefore, even when taking into account the overall programme duration, Ofcom did not accept that the commercial references were negligible.

Ofcom acknowledged the Licensee's willingness to renegotiate its agreement with the PSL but taking into account the above factors, our Decision is that the references to the products and services during the studio discussions were unduly prominent, in breach of Rule 9.5.

Breach of Rule 9.5

Resolved

Breakfast Show

Radio Leyland, 24 June 2019, 08:49

Introduction

Radio Leyland is an FM community radio station, the licence for which is held by Leyland Community Radio Ltd ("Leyland Community Radio" or "the Licensee").

Leyland Community Radio notified Ofcom on 24 June 2019 that during the Breakfast Show on that day it had broadcast the song "Another Love" by Tom O'Dell, which included the word "fucking" in the following lyrics:

*"So I use my voice, I'll be so fucking rude
they always win, but I know I'll lose".*

Ofcom considered the broadcast raised potential issues under the following rules of the Code:

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...Such material may include, but is not limited to, offensive language...Appropriate information should also be broadcast where it would assist in avoiding or minimising offence".

We therefore sought comments from the Licensee as to how the above content complied with these rules.

Response

In the initial email received by Ofcom, the Licensee said the breach was immediately recognised by the presenter, the station manager, and several Radio Leyland volunteers who were listening, and the track was faded out before its end and the presenter apologised. It continued that the track was removed from the playlist immediately, and that the incident will be raised at its "regular music vetting meeting". The Licensee also confirmed that no listener complaints had been received.

In response to Ofcom's request for comments on how the content complied with rules 1.14 and 2.3, Leyland Community Radio apologised for the incident and expressed how seriously it takes its responsibilities as a broadcaster. It apologised for the incident and expressed how seriously it takes its responsibilities as a broadcaster. It added that it "endeavoured to comply" with the Code, and that since the incident, a two-stage vetting system had been introduced which would re-evaluate music from "1990 to present". In addition, the Licensee said any new songs will be vetted by two board members before being added to its playlist, and that it will "continually review and adjust [its] procedures with a view to complete compliance."

Decision

Reflecting our duties under the Communications Act 2003 (section 319), Section One of the Code requires that people under eighteen are protected from unsuitable material in programmes. Section Two of the Code requires that generally accepted standards are applied to provide adequate protection for members of the public from the inclusion of offensive and harmful material in programmes.

Rule 1.14

Rule 1.14 states that the most offensive language must not be broadcast when children are particularly likely to be listening. The song included one use of the word "fucking". [Ofcom's 2016 research on offensive language](#) clearly indicates that this word is considered by audiences to be among the strongest examples of offensive language.

The Code states that the times when children are particularly likely to be listening to radio are "the school run and breakfast time, but might include other times". [Ofcom's guidance on offensive language in radio](#) states that "broadcasters should have particular regard to broadcasting content at the following times:

- between 06:00 and 09:00 and 15:00 and 19:00 Monday to Friday during term time

This song was broadcast on a Monday morning at 08:49, a time when Ofcom considers children are particularly likely to be listening.

Rule 2.3

Rule 2.3 states that broadcasters must ensure that material which may cause offence (including offensive language) is justified by the context. Context includes for example: the editorial content of the programme, the service on which it is broadcast, the time of broadcast and the likely size and composition of the potential audience and the likely expectation of the audience.

As outlined above, Ofcom's research on offensive language indicates that the word "fucking" is considered by audiences to be among the most offensive language. Therefore, the use of the word in this case clearly had the potential to cause offence to listeners.

Ofcom therefore considered whether the content was justified by the context. [Our guidance on offensive language in radio](#) states that: "In reaching any decision about compliance with the Code, Ofcom will take into account the likely audience expectations of a particular radio station at the time of broadcast". In our view, the majority of listeners of a breakfast show on a community radio station would be unlikely to expect the programme to contain the most offensive language.

However, we recognised that, in this instance, the presenter took immediate action by: fading out the music track and apologising to listeners for the language that had been broadcast. Further, the Licensee reported the incident to Ofcom itself, confirmed that the song would be deleted from its playlist to prevent future broadcast and implemented new compliance procedures to ensure no similar recurrence.

In light of these factors, Ofcom's Decision is that this case is resolved.

Resolved

Broadcast Licence Conditions cases

In Breach

Provision of information: Diversity in Broadcasting *Red Pepper Television & Media Limited*

Introduction

Ofcom has a statutory duty under the Communications Act 2003 to take all such steps, as we consider appropriate, for promoting equality of opportunity in relation to employment and training by broadcasters, in terms of three of the 'protected characteristics' in the Equality Act 2010: gender, racial group and disability.

In March 2019, Ofcom wrote to TV licensees who were either new licensees, or who had informed Ofcom in 2018 that they had 50 or fewer employees, requiring them to submit:

- information relating to the number of people employed in connection with the provision of their broadcast service; and
- the number of days per year for which they are licensed to broadcast.

This information was to determine if the licensees met the threshold¹ requiring them to complete a more detailed questionnaire on their employees and equal opportunities arrangements.

We requested this information in accordance with Licence Condition 12(1) "General provision of information to Ofcom" of the Television Licensable Content Service ("TLCS") licence and the Digital Television Programme Service ("DTPS") licence, 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 this information when required represents a breach of a broadcast licence, as it means that Ofcom may be unable properly to carry out its regulatory duties.

In Breach

The following licensee failed to submit the required information. This licensee has therefore been found in breach of Licence Condition 12(1) of their TLCS licences.

¹ Licensees employing more than 20 people in connection with the provision of their licensed services and authorised to broadcast for more than 31 days a year.

| Licensee | Service Name | Licence Number |
|---------------------------------------|------------------|----------------|
| Red Pepper Television & Media Limited | Cinemachi Kids | TLCS101059 |
| | Cinemachi Movies | TLCS101677 |
| | Party TV | TLCS101057 |
| | Smilie TV | TLCS101678 |

Ofcom considers the failure to provide this information to be a significant matter as it means that Ofcom is unable to properly carry out its regulatory duties.

This is the second year that Red Pepper Television & Media Limited has failed to provide its diversity information to Ofcom. In 2017 we recorded a breach finding against this Licensee in [Issue 339 of Ofcom's Broadcast and On Demand Bulletin](#). Ofcom considers this failure to be serious and repeated breach of the licence condition.

Ofcom is putting this licensee on notice that it will consider this breach for the imposition of a statutory sanction.

Investigations Not in Breach

Here are alphabetical lists of investigations that Ofcom has completed between 2 and 15 September 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 |
|---------------------------|---------------|-------------------|-----------------------|
| Live UFC: Fight Night 153 | BT Sport 3 | 01/06/2019 | Violence |
| Vojennaja Taina | Ren TV Baltic | 13/04/2019 | Due impartiality/bias |

[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 2 and 15 September 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 |
|---|----------------------------|-------------------|--|----------------------|
| Naked Attraction | 4Seven | 05/09/2019 | Generally accepted standards | 1 |
| Jeremy Vine | 5 Select | 27/08/2019 | Due impartiality/bias | 1 |
| Absolute Radio News | Absolute Radio | 29/08/2019 | Due accuracy | 1 |
| News Live | Al Jazeera English | 03/09/2019 | Due impartiality/bias | 1 |
| Aligarh | B4U Movies | 28/08/2019 | Sexual orientation discrimination/offence | 1 |
| Programming | BRO Radio 98.1FM | 22/08/2019 | Generally accepted standards | 1 |
| UEFA Super Cup: Liverpool v Chelsea | BT Sport 2 | 14/08/2019 | Flashing images/risk to viewers who have PSE | 1 |
| UEFA Super Cup: Liverpool v Chelsea | BT Sport 2 | 14/08/2019 | Gender discrimination/offence | 3 |
| Public service announcement | Capital FM | 10/09/2019 | Political advertising | 1 |
| Public service announcement | Capital FM | 13/09/2019 | Political advertising | 2 |
| Rob Howard | Capital FM (Manchester) | 04/09/2019 | Offensive language | 1 |
| Capital XTRA Breakfast show with Jez Welham | Capital XTRA | 26/07/2019 | Competitions | 1 |
| We Bare Bears | Cartoon Network + 1 | 28/08/2019 | Offensive language | 1 |
| Voice of a Serial Killer | CBS Reality | 22/08/2019 | Generally accepted standards | 1 |
| The Chase | Challenge | 11/08/2019 | Race discrimination/offence | 1 |
| Total Wipeout | Challenge | 15/08/2019 | Generally accepted standards | 1 |
| 8 Out of 10 Cats Does Countdown | Channel 4 | 09/08/2019 | Age discrimination/offence | 1 |
| 8 Out of 10 Cats Does Countdown | Channel 4 | 09/08/2019 | Materially misleading | 1 |
| 8 Out of 10 Cats Does Countdown | Channel 4 | 23/08/2019 | Disability discrimination/offence | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|--|-----------|-------------------|-------------------------------|----------------------|
| Brexit Debate: A Very British Coup | Channel 4 | 02/09/2019 | Due impartiality/bias | 2 |
| Call The Cops | Channel 4 | 19/08/2019 | Generally accepted standards | 1 |
| Call the Cops | Channel 4 | 02/09/2019 | Due impartiality/bias | 1 |
| Channel 4 News | Channel 4 | 03/08/2019 | Generally accepted standards | 1 |
| Channel 4 News | Channel 4 | 09/08/2019 | Due impartiality/bias | 1 |
| Channel 4 News | Channel 4 | 12/08/2019 | Due impartiality/bias | 12 |
| Channel 4 News | Channel 4 | 13/08/2019 | Scheduling | 1 |
| Channel 4 News | Channel 4 | 16/08/2019 | Generally accepted standards | 1 |
| Channel 4 News | Channel 4 | 19/08/2019 | Due impartiality/bias | 1 |
| Channel 4 News | Channel 4 | 21/08/2019 | Due impartiality/bias | 3 |
| Channel 4 News | Channel 4 | 26/08/2019 | Due impartiality/bias | 1 |
| Channel 4 News | Channel 4 | 27/08/2019 | Due impartiality/bias | 1 |
| Channel 4 News | Channel 4 | 29/08/2019 | Generally accepted standards | 1 |
| Channel 4 News | Channel 4 | 01/09/2019 | Violence | 1 |
| Channel 4 News | Channel 4 | 02/09/2019 | Due accuracy | 1 |
| Channel 4 News | Channel 4 | 03/09/2019 | Due impartiality/bias | 2 |
| Channel 4 News | Channel 4 | n/a | Due impartiality/bias | 11 |
| Channel ident | Channel 4 | 27/08/2019 | Generally accepted standards | 1 |
| Channel ident | Channel 4 | 06/09/2019 | Generally accepted standards | 1 |
| Complaints Welcome campaign | Channel 4 | 01/09/2019 | Generally accepted standards | 1 |
| First Dates Hotel (trailer) | Channel 4 | 31/08/2019 | Sexual material | 1 |
| First Dates Hotel (trailer) | Channel 4 | 03/09/2019 | Sexual material | 1 |
| Hollyoaks | Channel 4 | 25/07/2019 | Generally accepted standards | 1 |
| Hollyoaks | Channel 4 | 04/09/2019 | Gender discrimination/offence | 1 |
| Jade: The Reality Star Who Changed Britain | Channel 4 | 14/08/2019 | Materially misleading | 1 |
| Jade: The Reality Star Who Changed Britain | Channel 4 | 21/08/2019 | Generally accepted standards | 1 |
| Lateish Show with Mo Gilligan | Channel 4 | 02/08/2019 | Crime and disorder | 4 |
| Naked Attraction | Channel 4 | 02/08/2019 | Generally accepted standards | 1 |
| Naked Attraction | Channel 4 | 25/08/2019 | Nudity | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|---|-----------|-------------------|--|----------------------|
| Naked Attraction | Channel 4 | 27/08/2019 | Nudity | 1 |
| Naked Attraction | Channel 4 | 28/08/2019 | Generally accepted standards | 1 |
| Naked Attraction | Channel 4 | 28/08/2019 | Religious/Beliefs discrimination/offence | 4 |
| Naked Attraction | Channel 4 | 30/08/2019 | Nudity | 2 |
| Naked Attraction | Channel 4 | 04/09/2019 | Generally accepted standards | 1 |
| Posh Pawn | Channel 4 | 27/08/2019 | Offensive language | 1 |
| Rob Rinder Verdict | Channel 4 | 30/08/2019 | Generally accepted standards | 3 |
| Sink or Swim for Stand Up to Cancer | Channel 4 | 27/08/2019 | Materially misleading | 1 |
| The Great British Bake Off | Channel 4 | 27/08/2019 | Disability discrimination/offence | 2 |
| The Great British Bake Off | Channel 4 | 10/09/2019 | Materially misleading | 1 |
| The Great British Bake Off: An Extra Slice | Channel 4 | 30/08/2019 | Dangerous behaviour | 2 |
| The Great British Bake Off: An Extra Slice | Channel 4 | 30/08/2019 | Generally accepted standards | 1 |
| The Simpsons | Channel 4 | 21/08/2019 | Generally accepted standards | 1 |
| The Tez O'Clock Show | Channel 4 | 01/08/2019 | Race discrimination/offence | 1 |
| The Tez O'Clock Show | Channel 4 | 08/08/2019 | Race discrimination/offence | 1 |
| Virtual Sex: Adventures in Futureland (trailer) | Channel 4 | 07/09/2019 | Sexual material | 1 |
| Virtual Sex: Adventures in Futureland (trailer) | Channel 4 | 08/09/2019 | Sexual material | 1 |
| Betrayed & He's Going To Pay | Channel 5 | 15/08/2019 | Generally accepted standards | 1 |
| Big Week at the Zoo | Channel 5 | 21/08/2019 | Generally accepted standards | 1 |
| Britain's Parking Hell | Channel 5 | 15/08/2019 | Offensive language | 1 |
| Channel 5 News | Channel 5 | 28/08/2019 | Generally accepted standards | 1 |
| Foxy Bingo's sponsorship of Friends | Channel 5 | 30/08/2019 | Sponsorship credits | 1 |
| Jeremy Vine | Channel 5 | 25/06/2019 | Due impartiality/bias | 9 |
| Jeremy Vine | Channel 5 | 02/09/2019 | Generally accepted standards | 89 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|---|----------------|-------------------|---|----------------------|
| Jeremy Vine | Channel 5 | 03/09/2019 | Generally accepted standards | 1 |
| Milkshake | Channel 5 | 20/08/2019 | Generally accepted standards | 1 |
| Neighbours | Channel 5 | 08/08/2019 | Generally accepted standards | 1 |
| Shameful! Most Shocking Celebrity Moments | Channel 5 | 11/08/2019 | Generally accepted standards | 1 |
| Shane The Chef | Channel 5 | 02/09/2019 | Race discrimination/offence | 1 |
| The Secret World Of Your Rubbish | Channel 5 | 25/08/2019 | Offensive language | 1 |
| The Town The Gypsies Took Over | Channel 5 | 13/08/2019 | Materially misleading | 39 |
| Vegas 24/7 | Channel 5 | 15/08/2019 | Competitions | 1 |
| WW2: The True Cost of War | Channel 5 | 24/08/2019 | Materially misleading | 2 |
| Project Z | CITV | 30/08/2019 | Scheduling | 1 |
| Public service announcement | Classic FM | 12/09/2019 | Political advertising | 1 |
| Public service announcement | Classic FM | 13/09/2019 | Political advertising | 1 |
| Bahu Begum | Colors | 08/08/2019 | Religious/Beliefs discrimination/offence | 1 |
| Amusical | Comedy Central | 26/08/2019 | Generally accepted standards | 1 |
| Beat the Internet | Dave | 05/09/2019 | Offensive language | 1 |
| Dave News | Dave | 22/08/2019 | Race discrimination/offence | 2 |
| Taskmaster | Dave | 26/08/2019 | Offensive language | 1 |
| Top Gear | Dave | 29/08/2019 | Generally accepted standards | 1 |
| Programming | Dearne FM | 10/08/2019 | Due impartiality/bias | 1 |
| Celebs Go Dating | E4 | 05/08/2019 | Race discrimination/offence | 1 |
| Celebs Go Dating | E4 | 06/08/2019 | Sexual orientation discrimination/offence | 5 |
| Celebs Go Dating | E4 | 11/08/2019 | Generally accepted standards | 1 |
| Celebs Go Dating | E4 | 25/08/2019 | Offensive language | 1 |
| Celebs Go Dating | E4 | 28/08/2019 | Offensive language | 1 |
| Hollyoaks | E4 | 14/08/2019 | Race discrimination/offence | 1 |
| Hollyoaks | E4 | 03/09/2019 | Generally accepted standards | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|---|---------------------|-------------------|--|----------------------|
| Naked Attraction | E4 | 29/08/2019 | Religious/Beliefs discrimination/offence | 1 |
| Virtual Sex: Adventures in Futureland (trailer) | E4 | 03/09/2019 | Sexual material | 1 |
| The Maze Runner | Film4 | 05/09/2019 | Violence | 1 |
| Stacey Dooley Investigates (trailer) | Gold | 21/08/2019 | Scheduling | 1 |
| Ottolenghi's Mediterranean Feast | Good Food | 08/09/2019 | Generally accepted standards | 1 |
| Programming | Greatest Hits Radio | 01/09/2019 | Materially misleading | 1 |
| The Official Big Top 40 | Heart FM | 25/08/2019 | Gender discrimination/offence | 1 |
| Forged in Fire | History | 16/08/2019 | Violence | 1 |
| The Butcher | History | 29/08/2019 | Generally accepted standards | 1 |
| HSBC Advertisement | Horror Channel | 10/09/2019 | Political advertising | 1 |
| Trapped in Space | Horror Channel | 10/08/2019 | Violence | 1 |
| Britain's Got Talent: The Champions | ITV | 31/08/2019 | Generally accepted standards | 1 |
| Britain's Got Talent: The Champions | ITV | 31/08/2019 | Materially misleading | 1 |
| Britain's Got Talent: The Champions | ITV | 31/08/2019 | Scheduling | 2 |
| Britain's Got Talent: The Champions | ITV | 07/09/2019 | Advertising/editorial distinction | 1 |
| Britain's Got Talent: The Champions | ITV | 07/09/2019 | Dangerous behaviour | 1 |
| Britain's Got Talent: The Champions | ITV | 07/09/2019 | Generally accepted standards | 2 |
| Britain's Got Talent: The Champions | ITV | 07/09/2019 | Materially misleading | 1 |
| Compare the Market's sponsorship of Coronation Street | ITV | 02/09/2019 | Sponsorship credits | 1 |
| Coronation Street | ITV | 13/08/2019 | Generally accepted standards | 1 |
| Coronation Street | ITV | 14/08/2019 | Generally accepted standards | 1 |
| Coronation Street | ITV | 16/08/2019 | Generally accepted standards | 3 |
| Coronation Street | ITV | 18/08/2019 | Generally accepted standards | 2 |
| Coronation Street | ITV | 19/08/2019 | Product placement | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|-----------------------|---------|-------------------|-------------------------------|----------------------|
| Coronation Street | ITV | 21/08/2019 | Generally accepted standards | 2 |
| Coronation Street | ITV | 23/08/2019 | Crime and disorder | 1 |
| Coronation Street | ITV | 02/09/2019 | Generally accepted standards | 5 |
| Deep Water | ITV | 14/08/2019 | Generally accepted standards | 1 |
| Dickinson's Real Deal | ITV | 27/08/2019 | Competitions | 1 |
| Eat, Shop, Save | ITV | 22/08/2019 | Generally accepted standards | 1 |
| Emmerdale | ITV | 16/08/2019 | Materially misleading | 1 |
| Emmerdale | ITV | 20/08/2019 | Generally accepted standards | 1 |
| Emmerdale | ITV | 20/08/2019 | Sexual material | 1 |
| Emmerdale | ITV | 21/08/2019 | Gender discrimination/offence | 1 |
| Emmerdale | ITV | 21/08/2019 | Generally accepted standards | 3 |
| Emmerdale | ITV | 21/08/2019 | Sexual material | 1 |
| Emmerdale | ITV | 22/08/2019 | Sexual material | 1 |
| Emmerdale | ITV | 04/09/2019 | Generally accepted standards | 1 |
| Emmerdale | ITV | 10/09/2019 | Violence | 1 |
| Emmerdale | ITV | 12/09/2019 | Generally accepted standards | 1 |
| Good Morning Britain | ITV | 31/07/2019 | Due impartiality/bias | 1 |
| Good Morning Britain | ITV | 09/08/2019 | Due accuracy | 1 |
| Good Morning Britain | ITV | 12/08/2019 | Due accuracy | 2 |
| Good Morning Britain | ITV | 16/08/2019 | Race discrimination/offence | 2 |
| Good Morning Britain | ITV | 21/08/2019 | Generally accepted standards | 1 |
| Good Morning Britain | ITV | 23/08/2019 | Offensive language | 1 |
| Good Morning Britain | ITV | 26/08/2019 | Due impartiality/bias | 1 |
| Good Morning Britain | ITV | 27/08/2019 | Generally accepted standards | 1 |
| Good Morning Britain | ITV | 02/09/2019 | Due impartiality/bias | 8 |
| Good Morning Britain | ITV | 03/09/2019 | Generally accepted standards | 1 |
| Good Morning Britain | ITV | 05/09/2019 | Due accuracy | 1 |
| Good Morning Britain | ITV | 10/09/2019 | Generally accepted standards | 1 |
| In for a Penny | ITV | 11/05/2019 | Sexual material | 1 |
| ITV News | ITV | 13/08/2019 | Gender discrimination/offence | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|------------------------------------|---------|-------------------|--|----------------------|
| ITV News | ITV | 13/08/2019 | Generally accepted standards | 1 |
| ITV News | ITV | 16/08/2019 | Generally accepted standards | 1 |
| ITV News | ITV | 19/08/2019 | Generally accepted standards | 1 |
| ITV News | ITV | 24/08/2019 | Generally accepted standards | 1 |
| ITV News | ITV | 26/08/2019 | Race discrimination/offence | 2 |
| ITV News | ITV | 30/08/2019 | Due accuracy | 1 |
| ITV News | ITV | 03/09/2019 | Due impartiality/bias | 2 |
| ITV News | ITV | 04/09/2019 | Due impartiality/bias | 1 |
| ITV News | ITV | 04/09/2019 | Generally accepted standards | 1 |
| ITV News | ITV | 05/09/2019 | Due impartiality/bias | 3 |
| ITV News | ITV | Various | Due impartiality/bias | 1 |
| Lorraine | ITV | 19/08/2019 | Generally accepted standards | 1 |
| Peston | ITV | 04/09/2019 | Due impartiality/bias | 1 |
| Programming | ITV | 05/09/2019 | Generally accepted standards | 1 |
| Sanditon | ITV | 01/09/2019 | Race discrimination/offence | 1 |
| Singletown (trailer) | ITV | 01/09/2019 | Sexual material | 1 |
| The Best Little Prison in Britain? | ITV | 28/08/2019 | Crime and disorder | 1 |
| The Best Little Prison in Britain? | ITV | 28/08/2019 | Generally accepted standards | 1 |
| The Chase | ITV | 10/08/2019 | Generally accepted standards | 1 |
| The Confession | ITV | 09/09/2019 | Religious/Beliefs discrimination/offence | 1 |
| This Morning | ITV | 07/08/2019 | Materially misleading | 1 |
| This Morning | ITV | 19/08/2019 | Disability discrimination/offence | 1 |
| This Morning | ITV | 19/08/2019 | Generally accepted standards | 1 |
| This Morning | ITV | 29/08/2019 | Transgender discrimination/offence | 1 |
| This Morning | ITV | 04/09/2019 | Generally accepted standards | 1 |
| Who Wants to Be a Millionaire? | ITV | 24/08/2019 | Generally accepted standards | 9 |
| Who Wants to Be a Millionaire? | ITV | 31/08/2019 | Race discrimination/offence | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|-----------------------------------|---------------------|-------------------|------------------------------------|----------------------|
| Zone of Champions | ITV | 17/08/2019 | Dangerous behaviour | 1 |
| Zone of Champions | ITV | 24/08/2019 | Animal welfare | 2 |
| ITV News Central | ITV Central | 31/07/2019 | Generally accepted standards | 1 |
| Granada Reports | ITV Granada | 28/08/2019 | Due accuracy | 1 |
| Coronation Street Omnibus | ITV2 | 10/08/2019 | Generally accepted standards | 1 |
| Supermarket Sweep | ITV2 | 09/09/2019 | Generally accepted standards | 5 |
| You've Been Framed | ITV2 | 07/08/2019 | Transgender discrimination/offence | 2 |
| You've Been Framed | ITV2 | 27/08/2019 | Generally accepted standards | 1 |
| Gemma Collins: Diva Forever | ITVBe | 14/08/2019 | Generally accepted standards | 3 |
| Kendra on Top | ITVBe | 09/08/2019 | Generally accepted standards | 1 |
| The Only Way is Essex | ITVBe | 08/09/2019 | Disability discrimination/offence | 1 |
| The Only Way Is Essex | ITVBe | 08/09/2019 | Generally accepted standards | 1 |
| Breaking News med Filip & Fredrik | Kanal 5 (Sweden) | 19/08/2019 | Generally accepted standards | 1 |
| Programming | Kiss, Chat and Date | 25/08/2019 | Participation TV – Offence | 1 |
| Maajid Nawaz | LBC 97.3 FM | 31/08/2019 | Due impartiality/bias | 1 |
| Maajid Nawaz in for James O'Brien | LBC 97.3 FM | 14/08/2019 | Materially misleading | 1 |
| Maajid Nawaz in for James O'Brien | LBC 97.3 FM | 19/08/2019 | Generally accepted standards | 1 |
| Shelagh Fogarty | LBC 97.3 FM | 04/09/2019 | Offensive language | 1 |
| Steve Allen | LBC 97.3 FM | 05/09/2019 | Generally accepted standards | 1 |
| Tom Swarbrick | LBC 97.3 FM | 22/08/2019 | Generally accepted standards | 1 |
| Breakfast Show | Lyca Radio | 31/08/2019 | Competitions | 1 |
| News | Magic 105.4 | 01/08/2019 | Generally accepted standards | 1 |
| Bakhabar Savera | New Vision TV | 08/08/2019 | Violence | 1 |
| Suits | Paramount Channel | 11/08/2019 | Gender discrimination/offence | 1 |
| News | Planet Rock | 05/09/2019 | Due accuracy | 1 |
| Talking Tom and Friends | POP | 16/08/2019 | Scheduling | 1 |
| The Bad Skin Clinic (trailer) | Really | 01/09/2019 | Generally accepted standards | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|---|------------------|-------------------|------------------------------------|----------------------|
| Programming | Republic Bharat | 15/08/2019 | Generally accepted standards | 1 |
| Programming | Republic Bharat | 18/08/2019 | Generally accepted standards | 1 |
| Programming | Republic Bharat | Various | Generally accepted standards | 1 |
| Sbariwns | S4C | 18/07/2019 | Animal welfare | 1 |
| Vardaat | Samaa | 16/08/2019 | Race discrimination/offence | 1 |
| Sponsorship of Top of the Hour (advice) | Sid Valley Radio | Various | Commercial communications on radio | 1 |
| Indian Property | Sikh Channel | 04/08/2019 | Promotion of products/services | 1 |
| A Week In Interviews | Sky News | 25/08/2019 | Due impartiality/bias | 1 |
| All Out Politics | Sky News | 20/08/2019 | Due impartiality/bias | 1 |
| All Out Politics | Sky News | 03/09/2019 | Due accuracy | 1 |
| All Out Politics | Sky News | 03/09/2019 | Due impartiality/bias | 1 |
| All Out Politics | Sky News | 04/09/2019 | Due accuracy | 1 |
| All Out Politics | Sky News | 04/09/2019 | Due impartiality/bias | 4 |
| Hotspots: On The Frontline | Sky News | 24/08/2019 | Violence | 1 |
| Kay Burley | Sky News | 22/08/2019 | Due impartiality/bias | 1 |
| Kay Burley | Sky News | 28/08/2019 | Generally accepted standards | 26 |
| Kay Burley | Sky News | 28/08/2019 | Offensive language | 1 |
| Kay Burley | Sky News | 03/09/2019 | Due impartiality/bias | 1 |
| Kay Burley | Sky News | 04/09/2019 | Due impartiality/bias | 1 |
| Kay Burley | Sky News | 04/09/2019 | Product placement | 1 |
| Kay Burley | Sky News | 05/09/2019 | Due impartiality/bias | 6 |
| Press Preview | Sky News | 14/08/2019 | Materially misleading | 1 |
| Sky News | Sky News | 08/08/2019 | Due accuracy | 1 |
| Sky News | Sky News | 10/08/2019 | Materially misleading | 1 |
| Sky News | Sky News | 12/08/2019 | Due impartiality/bias | 1 |
| Sky News | Sky News | 16/08/2019 | Violence | 7 |
| Sky News | Sky News | 17/08/2019 | Race discrimination/offence | 1 |
| Sky News | Sky News | 19/08/2019 | Generally accepted standards | 1 |
| Sky News | Sky News | 20/08/2019 | Due accuracy | 1 |
| Sky News | Sky News | 25/08/2019 | Due impartiality/bias | 5 |
| Sky News | Sky News | 28/08/2019 | Crime and disorder | 1 |
| Sky News | Sky News | 28/08/2019 | Due accuracy | 1 |
| Sky News | Sky News | 28/08/2019 | Due impartiality/bias | 7 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|--|-----------------------|-------------------|---|----------------------|
| Sky News | Sky News | 29/08/2019 | Due impartiality/bias | 1 |
| Sky News | Sky News | 02/09/2019 | Due impartiality/bias | 1 |
| Sky News | Sky News | 03/09/2019 | Due impartiality/bias | 2 |
| Sky News | Sky News | 03/09/2019 | Generally accepted standards | 1 |
| Sky News | Sky News | 04/09/2019 | Offensive language | 1 |
| Sky News | Sky News | 05/09/2019 | Offensive language | 1 |
| Sky News | Sky News | 06/09/2019 | Generally accepted standards | 1 |
| The King (trailer) | Sky News | 04/09/2019 | Violence | 1 |
| The Debate | Sky Sports | 20/08/2019 | Materially misleading | 3 |
| The Ashes | Sky Sports Ashes | 24/08/2019 | Generally accepted standards | 1 |
| Monday Night Football: Wolves v Manchester United | Sky Sports Main Event | 19/08/2019 | Race discrimination/offence | 2 |
| Premier League Football: Manchester United v Chelsea | Sky Sports Main Event | 11/08/2019 | Race discrimination/offence | 1 |
| Super Sunday | Sky Sports Main Event | 01/09/2019 | Generally accepted standards | 1 |
| Super Sunday | Sky Sports Main Event | 01/09/2019 | Race discrimination/offence | 13 |
| The Ashes | Sky Sports Main Event | 25/08/2019 | Sexual orientation discrimination/offence | 1 |
| Sky Sports News | Sky Sports News | 15/08/2019 | Generally accepted standards | 1 |
| Sky Sports News | Sky Sports News | 27/08/2019 | Generally accepted standards | 10 |
| A League of Their Own | Sky1 | 17/08/2019 | Offensive language | 1 |
| Soccer AM | Sky1 | 17/08/2019 | Offensive language | 1 |
| News | Smooth Radio | 23/08/2019 | Due impartiality/bias | 1 |
| Rise of the Footsoldier: Part 2 (trailer) | Spike | 15/08/2019 | Scheduling | 1 |
| Sanjivani | Star Plus | 13/08/2019 | Scheduling | 1 |
| Jamie Jones | Studio 66 | 13/08/2019 | Participation TV – Offence | 1 |
| Mikki B Day Show | Studio 66 | 26/07/2019 | Participation TV – Offence | 1 |
| Morning Show | Studio 66 | 31/07/2019 | Participation TV – Offence | 1 |
| Studio 66 Days | Studio 66 | 01/08/2019 | Participation TV – Offence | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|--|-------------------|-------------------|--|----------------------|
| Studio 66 TV | Studio 66 | 13/08/2019 | Participation TV – Offence | 1 |
| Studio 66 TV | Studio 66 | 20/08/2019 | Participation TV – Harm | 1 |
| Studio 66 TV | Studio 66 | 21/08/2019 | Participation TV – Harm | 1 |
| STV News | STV | 21/08/2019 | Due accuracy | 1 |
| Breakfast Show competition | Sunrise Radio | Various | Competitions | 1 |
| Evenings with James Whale | Talk Radio | 19/07/2019 | Religious/Beliefs discrimination/offence | 1 |
| Julia Hartley Brewer | Talk Radio | 14/08/2019 | Generally accepted standards | 1 |
| The Late Night Alternative with Iain Lee | Talk Radio | 14/08/2019 | Generally accepted standards | 1 |
| The Late Night Alternative with Iain Lee | Talk Radio | 15/08/2019 | Generally accepted standards | 2 |
| Alan Brazil Sports Breakfast | Talksport | 26/08/2019 | Drugs, smoking, solvents or alcohol | 1 |
| Drivetime | Talksport | 22/07/2019 | Commercial communications on radio | 1 |
| Max Rushden | Talksport | 25/08/2019 | Disability discrimination/offence | 1 |
| Lancashire Headline | That's Lancashire | 07/08/2019 | Generally accepted standards | 1 |
| Fresh Hits! | Total Country | 06/09/2019 | Offensive language | 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 |
|-------------------------|----------------|-------------------|-----------------------------|----------------------|
| EastEnders | BBC 1 | 27/07/2018 | Race discrimination/offence | 1 |
| Have I Got News for You | BBC 1 | 31/05/2019 | Due impartiality/bias | 1 |
| Reporting Scotland | BBC 1 Scotland | 21/02/2019 | Due impartiality/bias | 1 |
| Politics Live | BBC 2 | Various | Due impartiality/bias | 1 |
| The Ranganation | BBC 2 | 23/06/2019 | Race discrimination/offence | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|-------------------------------------|-------------------------------------|-------------------|-----------------------|----------------------|
| Shereen | BBC Radio Scotland | 23/02/2019 | Due impartiality/bias | 1 |
| Sportsound | BBC Radio Scotland | 25/02/2019 | Due impartiality/bias | 1 |
| Mornings / Sunday Politics Scotland | BBC Radio Scotland / BBC 1 Scotland | Various | Materially misleading | 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 2 and 15 September 2019 because they did not raise issues warranting investigation.

| Licensee | Licensed service | Categories | Number of complaints |
|--------------------------|------------------|----------------------------|----------------------|
| Paramount UK Partnership | Paramount | Television Access Services | 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 |
|------------------|------------------------------|----------------------|
| All 4 | Protection of under 18s | 1 |
| ITV Hub | Generally accepted standards | 1 |
| My5 | Protection of under 18s | 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 |
|-------------------------------------|-------------------|-------------------|-------------------------|----------------------|
| Promotional material | Babestation | 21/08/2019 | Outside of remit | 1 |
| EastEnders | BBC 1 | 02/09/2019 | Outside of remit | 1 |
| Programming | BBC iPlayer | Various | Outside of remit | 1 |
| HARDtalk | BBC News Channel | 03/08/2019 | Outside of remit | 1 |
| Pop Master | BBC Radio 2 | Various | Outside of remit | 1 |
| Advertisement | Blaze | 06/09/2019 | Advertising content | 1 |
| Advertisement | Capital FM | 02/09/2019 | Advertising content | 1 |
| 8 Out of 10 Cats | Channel 4 | 12/09/2019 | Outside of remit | 1 |
| Advertisement | Channel 4 | 04/09/2019 | Advertising content | 1 |
| Advertisement | Channel 4 | 06/09/2019 | Advertising content | 1 |
| Advertisement | Channel 4 | 11/09/2019 | Advertising content | 1 |
| Hollyoaks | Channel 4 | 28/08/2019 | Outside of remit | 1 |
| 5 News | Channel 5 | 03/09/2019 | Outside of remit | 2 |
| Advertisement | Channel 5 | 03/09/2019 | Advertising content | 1 |
| Programming | Chelsea TV Online | 09/08/2019 | Non-editorial | 1 |
| Advertisement | E4+1 | 18/08/2019 | Advertising content | 1 |
| Programming | Ennahar TV | n/a | Under 18s in programmes | 1 |
| Advertisement | Fourth 1 | 10/09/2019 | Advertising content | 1 |
| Advertisement | ITV | 19/08/2019 | Advertising content | 1 |
| Advertisement | ITV | 23/08/2019 | Advertising content | 1 |
| Advertisement | ITV | 31/08/2019 | Advertising content | 1 |
| Advertisement | ITV | 05/09/2019 | Advertising content | 1 |
| Advertisement | ITV | 07/09/2019 | Advertising content | 1 |
| Advertisement | ITV | 11/09/2019 | Advertising content | 1 |
| Britain's Got Talent: The Champions | ITV | 31/08/2019 | Outside of remit | 3 |
| Ideal World with Tefal | ITV | 12/09/2019 | Teleshopping | 2 |
| ITV News | ITV | 08/09/2019 | Outside of remit | 1 |
| Teleshopping | ITV | 25/08/2019 | Teleshopping | 1 |
| ITV News Granada Reports | ITV Granada | 11/09/2019 | Outside of remit | 1 |
| Advertisement | ITV Hub | 15/08/2019 | Advertising content | 1 |
| n/a | ITV Website | 12/09/2019 | Other | 1 |
| Advertisement | ITV2 | 23/08/2019 | Advertising content | 1 |
| Advertisement | ITV4 | 05/09/2019 | Advertising content | 1 |

| Programme | Service | Transmission Date | Categories | Number of complaints |
|---|------------------------------|-------------------|------------------------------|----------------------|
| Six Things You Might Have Missed During Last Night's GBBO | JOE | 27/08/2019 | Offensive language | 1 |
| Advertisement | LBC 97.3 FM | 29/08/2019 | Advertising content | 1 |
| n/a | LBC Website | 16/08/2019 | Hatred and abuse | 1 |
| Programming | n/a | 25/08/2019 | Outside of remit | 1 |
| Programming | n/a | Various | Outside of remit | 1 |
| Ozark | Netflix | 25/08/2019 | Violence | 1 |
| The Dark Tourist | Netflix | 07/09/2019 | Generally accepted standards | 1 |
| n/a | NOW TV | 03/05/2019 | Non-editorial | 1 |
| n/a | NOW TV | 30/06/2019 | Non-editorial | 1 |
| Sky Sports | NOW TV | 21/08/2019 | Non-editorial | 1 |
| Dragon Ball Super | POP | 06/09/2019 | Outside of remit | 2 |
| R Mornings | Revelation TV | 05/09/2019 | Outside of remit | 1 |
| Advertisement | Sky Atlantic | 08/09/2019 | Advertising content | 1 |
| Sky News | Sky News Website | 31/08/2019 | Outside of remit | 1 |
| Deadline Day at Ten | Sky On-Demand | 08/08/2019 | Other | 1 |
| Captain Marvel | Sky Store | 01/07/2019 | Non-editorial | 1 |
| 5 Gold Rings | STV | n/a | Outside of remit | 1 |
| Hacking Iridium Satellites With Iridium Toolkit | Tech Minds (YouTube Channel) | 01/09/2019 | Generally accepted standards | 1 |
| n/a | TVPlayer | 27/08/2019 | Non-editorial | 1 |
| Programming | Various | Various | Outside of remit | 1 |
| Advertisements | YouTube | 23/08/2019 | 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 News | BBC | Various | Materially misleading | 1 |
| BBC News | BBC 1 | 21/07/2019 | Due impartiality/bias | 1 |
| BBC News | BBC 1 | 09/08/2019 | Due impartiality/bias | 1 |
| BBC News | BBC 1 | 29/08/2019 | Due impartiality/bias | 1 |
| BBC News | BBC 1 | 03/09/2019 | Due impartiality/bias | 1 |
| BBC News | BBC 1 | 05/09/2019 | Due impartiality/bias | 1 |
| DIY SOS: The Big Build 20 Year Anniversary | BBC 1 | 05/09/2019 | Generally accepted standards | 1 |
| EastEnders | BBC 1 | 10/09/2019 | Violence | 1 |
| Panorama: Is Labour Anti-Semitic? | BBC 1 | 10/07/2019 | Due impartiality/bias | 1 |
| Points West | BBC 1 | 04/09/2019 | Generally accepted standards | 1 |
| Question Time | BBC 1 | 05/09/2019 | Due accuracy | 1 |
| Question Time | BBC 1 | 05/09/2019 | Due impartiality/bias | 3 |
| Question Time | BBC 1 | 12/09/2019 | Due impartiality/bias | 1 |
| Scarborough | BBC 1 | 06/09/2019 | Generally accepted standards | 1 |
| Songs of Praise | BBC 1 | 18/08/2019 | Generally accepted standards | 1 |
| Newsnight | BBC 2 | 05/07/2019 | Due accuracy | 1 |
| Newsnight | BBC 2 | 07/08/2019 | Due accuracy | 1 |
| Newsnight | BBC 2 | 28/08/2019 | Dangerous behaviour | 1 |
| Newsnight | BBC 2 | 03/09/2019 | Due impartiality/bias | 1 |
| Rise of the Nazis | BBC 2 | 02/09/2019 | Due impartiality/bias | 1 |
| Rise of the Nazis | BBC 2 | 02/09/2019 | Generally accepted standards | 1 |
| Rise of the Nazis | BBC 2 | 09/09/2019 | Generally accepted standards | 1 |
| Victoria Derbyshire | BBC 2 | 26/08/2019 | Scheduling | 1 |
| Victoria Derbyshire | BBC 2 | 05/09/2019 | Generally accepted standards | 1 |

| Programme | Service | Transmission or Accessed Date | Categories | Number of Complaints |
|--------------------------------|------------------|--------------------------------------|------------------------------|-----------------------------|
| The Troubles: A Secret History | BBC 4 | 10/09/2019 | Generally accepted standards | 1 |
| BBC News | BBC channels | Various | Due impartiality/bias | 1 |
| BBC News | BBC channels | Various | Other | 1 |
| Programming | BBC channels | Various | Due impartiality/bias | 3 |
| BBC News | BBC News Channel | 05/08/2019 | Due impartiality/bias | 1 |
| BBC News | BBC News Channel | 18/08/2019 | Due impartiality/bias | 1 |
| BBC News | BBC News Channel | 31/08/2019 | Due impartiality/bias | 1 |
| BBC News | BBC News Channel | 03/09/2019 | Due impartiality/bias | 1 |
| BBC News | BBC News Channel | 06/09/2019 | Due impartiality/bias | 1 |
| BBC News | BBC News Channel | 07/09/2019 | Due impartiality/bias | 1 |
| Beyond 100 Days | BBC News Channel | 17/07/2019 | Due impartiality/bias | 1 |
| Victoria Derbyshire | BBC News Channel | 03/09/2019 | Due impartiality/bias | 1 |
| Good Morning Sunday | BBC Radio 2 | 08/09/2019 | Generally accepted standards | 1 |
| Trevor Nelson | BBC Radio 2 | 04/09/2019 | Generally accepted standards | 1 |
| Zoe Ball Breakfast Show | BBC Radio 2 | 30/08/2019 | Generally accepted standards | 1 |
| Today | BBC Radio 4 | 02/09/2019 | Due impartiality/bias | 1 |
| BBC News | BBC Radio 5 Live | 01/09/2019 | Due impartiality/bias | 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 2 and 15 September 2019.

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

| Programme | Service | Transmission date |
|------------------------|----------------------|-------------------|
| News | CGTN | 11/08/2019 |
| News | CGTN | 26/08/2019 |
| News | CGTN | 31/08/2019 |
| News | CGTN | 02/09/2019 |
| Good Morning Britain | ITV | 30/07/2019 |
| James O'Brien | LBC 97.3 FM | 18/06/2019 |
| Nigel Farage | LBC 97.3 FM | 16/07/2019 |
| Nigel Farage | LBC 97.3 FM | 02/09/2019 |
| The Paddy Crerand Show | MUTV | 26/08/2019 |
| Sam Roberts | Radio St Austell Bay | 07/08/2019 |
| Sky News | Sky News | 08/09/2019 |
| That's Lancashire News | That's Lancashire | 05/08/2019 |

[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 |
|-----------------------------------|----------------|--------------------------|
| Nightmare Tenants, Slum Landlords | Channel 5 | 24/06/ 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 |
|-------------------|-------------------------|
| Betar Bangla Ltd | Betar Bangla |
| Harbour Radio CIC | Harbour Radio |

How Ofcom assesses complaints and conducts investigations about broadcast licences