

Ofcom Broadcast Bulletin

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Introduction

Under the Communications Act 2003 (“the Act”), Ofcom has a duty to set standards for broadcast content as appear to it best calculated to secure the standards objectives¹. Ofcom must include these standards in a code or codes. These are listed below. Ofcom also has a duty to secure that every provider of a notifiable On Demand Programme Services (“ODPS”) complies with certain standards requirements as set out in the Act².

The Broadcast Bulletin reports on the outcome of investigations into alleged breaches of those Ofcom codes below, as well as licence conditions with which broadcasters regulated by Ofcom are required to comply. We also report on the outcome of ODPS sanctions referrals made by ATVOD and the ASA on the basis of their rules and guidance for ODPS. These Codes, rules and guidance documents include:

- a) [Ofcom’s Broadcasting Code](#) (“the Code”).
- b) the [Code on the Scheduling of Television Advertising](#) (“COSTA”) which contains rules on how much advertising and teleshopping may be scheduled in programmes, how many breaks are allowed and when they may be taken.
- c) certain sections of the [BCAP Code: the UK Code of Broadcast Advertising](#), which relate to those areas of the BCAP Code for which Ofcom retains regulatory responsibility. These include:
 - the prohibition on ‘political’ advertising;
 - sponsorship and product placement on television (see Rules 9.13, 9.16 and 9.17 of the Code) and all commercial communications in radio programming (see Rules 10.6 to 10.8 of the Code);
 - ‘participation TV’ advertising. This includes long-form advertising predicated on premium rate telephone services – most notably chat (including ‘adult’ chat), ‘psychic’ readings and dedicated quiz TV (Call TV quiz services). Ofcom is also responsible for regulating gambling, dating and ‘message board’ material where these are broadcast as advertising³.
- d) other licence conditions which broadcasters must comply with, such as requirements to pay fees and submit information which enables Ofcom to carry out its statutory duties. Further information can be found on Ofcom’s website for [television](#) and [radio](#) licences.
- e) rules and guidance for both [editorial content and advertising content on ODPS](#). Ofcom considers sanctions in relation to ODPS on referral by the Authority for Television On-Demand (“ATVOD”) or the Advertising Standards Authority (“ASA”), co-regulators of ODPS for editorial content and advertising respectively, or may do so as a concurrent regulator.

[Other codes and requirements](#) may also apply to broadcasters and ODPS, depending on their circumstances. These include the Code on Television Access Services (which sets out how much subtitling, signing and audio description relevant

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.

licensees must provide), the Code on Electronic Programme Guides, the Code on Listed Events, and the Cross Promotion Code.

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

Standards cases

In Breach

Subh-e-Pakistan

Geo TV, 29 April 2015, 09:00

Introduction

Geo TV is a general entertainment television channel for the Asian community in the UK, broadcasting in English and Urdu. The licence for this service is held by Geo TV Limited (“Geo TV” or “the Licensee”). *Subh-e-Pakistan* is a magazine-style live morning show presented by Aamir Liaquat Hussain.

Ofcom received a complaint that an episode of this programme included commercial references. Ofcom viewed the material and also translated the relevant sections of the programme from Urdu into English.

We noted that the programme featured a number of verbal references to Damas Jewellery, a jewellery and watch retailer operating in the Middle East and Asia, as well as close-up images of jewellery boxes featuring that company’s branding. These occurred during a segment of the programme in which the host interviewed a representative of Damas Jewellery, Ruby Zahid Sahiba, which included the following comments:

Ruby Zahid: *“So, the thing is that with Damas all the world’s brands come under one roof. You can get branded jewellery, which is very authentic, and all its diamonds are authentic”.*

* * *

Aamir Liaquat: *“This is excellent, in other words every person according to their [financial] needs can buy these items”.*

* * *

Aamir Liaquat: *“So if you pass Damas please go in and take a look, and they will find something to suit their taste”.*

* * *

Ruby Zahid: *“Damas caters for every [economic] class, and just imagine you can even buy an item for 10,000 Rupees...So just think, nowadays could you even imagine anything for 10,000, when just a normal ladies’ outfit costs that much? So just imagine that in Damas for 10,000 you can have a good variety of items. So, it’s not just the odd item or two, there’s a huge variety and even diamond items can be had from 25,000, up to much larger amounts. Everyone has been catered for”.*

There was also the following exchange between Aamir Liaquat and Ruby Zahid:

Aamir Liaquat: *“So, the forthcoming exhibition is going on for five days?”*

Ruby Zahid: *“Yes, it will go on for five days at PC [Pearl Continental Hotel] from 12.00 to 10.00. There will be big offers at this exhibition, up to 30% discount at the exhibition, and there will be many promotional pieces. For instance, Mother’s Day is coming up, which is for all our lovely mothers, and for them we have some good promotional gifts”.*

Aamir Liaquat: *“Really?”*

[Applause]

Ruby Zahid: *“Yes, you can buy a gift from 10,000 to 50,000. So, you can get something for 10,000, then for 25,000 you can get a diamond ring”.*

Aamir Liaquat: *“Really, a diamond ring for just 25,000?”*

Ruby Zahid: *“You couldn’t imagine that could be possible but because Damas sends its promotional gifts for every occasion: Valentine’s, Mother’s, Father’s Day – every occasion”.*

Aamir Liaquat: *“Is this available at the exhibition or at the other outlets?”*

Ruby Zahid: *“Yes, that’s everywhere at all the outlets, but for the exhibition which is especially for the people of Karachi, we have come here with a very special offer”.*

The Licensee confirmed that there was no commercial relationship between the programme makers, the service provider or any person connected with either and Damas Jewellery.

Ofcom considered that the programme raised issues warranting investigation under the following Code rules:

Rule 9.4: “Products, services and trade marks must not be promoted in programming.”

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 Geo TV’s comments on how the programme complied with these rules.

Response

The Licensee stated that it takes seriously its responsibilities under the Code. It explained that *Subh-e-Pakistan* is recorded in Pakistan, and broadcast with a four-hour delay in the UK. It said that a member of its compliance team regularly meets the producer and editing teams to ensure that the programme is compliant with the

Code (and other applicable regulations). It also said that “[t]he compliance team member conducts a regular check on episodes to review [whether] guidelines [are] being followed”, adding that “guidelines are regularly reviewed and updated if any change is required”. However, Geo TV acknowledged: “[N]ot each and every episode is reviewed as it impossible to review all the episodes.”

The Licensee said that Ruby Zahid had been invited onto the programme to participate in a “general discussion on jewellery, awareness of jewellery available in Pakistan and the various designs and costs”. It stressed that the verbal references to Damas Jewellery should not be seen in isolation but in the context of the whole show. The Licensee emphasised that the verbal references did not result from any commercial agreement, and were “not pre-planned”, but were instead “personal” and “impromptu comments/observations”, which were “made innocently”. Further, Geo TV argued with regard to the visual references that “[t]he shots of Damas jewellery boxes were ancillary to the item and not the principal reason for the item”.

Decision

Under the Communications Act 2003 (“the Act”), Ofcom has a statutory duty to set standards for broadcast content as appear to it best calculated to secure a number of standards objectives, one of which is “that the international obligations of the United Kingdom with respect to advertising included in television and radio services are complied with”. These obligations include ensuring compliance with the Audiovisual Media Services (“AVMS”) Directive.

The AVMS Directive contains a number of provisions designed to help maintain a distinction between advertising and editorial content, including requirements that television advertising is kept visually and/or audibly distinct from programming in order to prevent programmes becoming vehicles for advertising and to protect viewers from surreptitious advertising.

The requirements of the Act and the AVMS Directive are reflected in Section Nine of the Code, including, among other rules, Rules 9.4 and 9.5.

Rule 9.4

Rule 9.4 states that products, services and trade marks must not be promoted in programming.

Ofcom noted the Licensee’s view that, because there were no commercial arrangements in place, references to Damas Jewellery within the programme were not made in order to promote that company’s products. However, as Ofcom’s Guidance¹ makes clear: “[Rule 9.4] applies to all references to products and services featured in programming, regardless of whether their appearance is a result of a commercial arrangement between the broadcaster or producer and a third party funder or not.” The fact that there was no commercial arrangement in place does not mean that the material was necessarily compliant with the Code.

Ofcom’s Guidance on Rule 9.4 states: “In general, products or services should not be referred to using favourable or superlative language and prices and availability should not be discussed.” We noted various instances of favourable or superlative language being used during the programme to describe Damas Jewellery. For example:

¹ <http://stakeholders.ofcom.org.uk/binaries/broadcast/guidance/831193/section9.pdf>

“So, the thing is that with Damas all the world’s brands come under one roof. You can get branded jewellery, which is very authentic, and all its diamonds are authentic”.

“This is excellent, in other words every person according to their [financial] needs can buy these items”.

“So if you pass Damas please go in and take a look, and they will find something to suit their taste”.

In addition, Ruby Zahid, a representative of the company, referred to the prices of products, including special offers, on a number of occasions, for example: *“So, you can get something for 10,000, then for 25,000 you can get a diamond ring”*. There was also an exchange between the host and the guest in which Aamir Liaquat asked Ruby Zahid about the availability of a special offer, and she replied: *“Yes, that’s everywhere at all the outlets [of Damas Jewellery]”*.

Taken together, we considered the favourable and superlative language used in relation to Damas Jewellery, and the references to the prices and availability of its products, were promotional, in breach of Rule 9.4.

Rule 9.5

Rule 9.5 states that no undue prominence may be given in programming to a product, service or trade mark, noting that undue prominence may result from a reference to a product, service or trade mark where there is no editorial justification, or from the manner in which a product, service or trade mark is referred to.

Ofcom’s published guidance on Rule 9.5 states: “Whether a product, service or trade mark appears in a programme for solely editorial reasons...or as a result of a commercial arrangement between the broadcaster or producer and a third party funder...there must be editorial justification for its inclusion. The level of prominence given to a product, service or trade mark will be judged against the editorial context in which the reference appears.”

Ofcom considered that the editorial context was a magazine-style live morning show in which a number of guests discussed a range of issues of interest to the audience. In that context, there was editorial justification for a discussion about jewellery. However, Ofcom considered that most of this segment of the programme focused specifically on the products of Damas Jewellery, rather than a “general discussion on jewellery” as claimed by the Licensee.

In Ofcom’s view, therefore, this emphasis on one company’s products was not editorially justified. The promotional manner in which the products were referred to – as set out above under Rule 9.4 – further contributed to this impression. The content was therefore in breach of Rule 9.5.

Conclusion

Ofcom was concerned by the Licensee’s comment that “[N]ot each and every episode [of *Subh-e-Pakistan*] is reviewed as it impossible to review all the episodes”. Ofcom reminds the Licensee that it is responsible for all of the material it broadcasts on its service, regardless of how that material is obtained. As such, Geo TV has a regulatory obligation to ensure it has sufficient resources in place to satisfy itself that all the content it transmits is compliant with the Code. The fact that the Licensee

should fail even to view *Subh-e-Pakistan* ahead of broadcast, when an edition of that programme has recently been found by Ofcom to contain potentially harmful material in breach of Rule 2.1², is a matter of particular concern which Geo TV must address. Ofcom will continue to engage with the Licensee on this issue.

Breaches of Rules 9.4 and 9.5

² See: http://stakeholders.ofcom.org.uk/binaries/enforcement/broadcast-bulletins/obb284/Issue_284.pdf.

Resolved

The Twisted Wheel Show

North Manchester 106 FM, 10 June 2015, 19:00

Introduction

North Manchester FM is a community radio station in Manchester aimed at a general audience during daytime and specific community groups at other times. The licence for the service is held by North Manchester Community Interest Company (“the Licensee”).

The Twisted Wheel Show is a weekly programme specialising in 60s Soul, Motown and R&B music. Two complainants alerted Ofcom to offensive language in the programme broadcast on 10 June 2015. At approximately three minutes into the programme, during the opening song, the presenter said the following:

“Oh, what the fucking...what have they done?”

Ofcom considered the material raised issues warranting investigation under Rule 2.3 of the Code, which states:

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...”.

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

Response

The Licensee explained that this broadcast of offensive language was a “genuine accident” by an experienced volunteer presenter who had not realised that his microphone fader was up.

The Licensee added that to prevent a similar incident in future, it had provided refresher training to the presenter concerned, and reminded all volunteers about the requirements of the Code regarding acceptable on air conduct.

Decision

Under the Communications Act 2003, Ofcom has a statutory duty to set standards for broadcast content as appear to it best calculated to secure the standards objectives including that “generally accepted standards” are applied so as to provide adequate protection for members of the public from the inclusion of offensive and harmful material. These objectives are reflected in Section Two of the Code.

Rule 2.3 of the Code provides that broadcasters must ensure that material which may cause offence is justified by the context. Ofcom therefore considered first whether the language included in the broadcast was potentially offensive; and if so, whether the offence was justified by the context.

Ofcom's research on offensive language¹ notes that the word "fuck" or a similar word is considered by audiences to be among the most offensive language. We therefore considered that the inclusion of this offensive language clearly had the potential to cause offence to the audience.

We went on to consider the context of the broadcast. We took into account this was a live programme. However, in Ofcom's view, listeners would not have expected to hear the most offensive language during this programme in this early part of the evening.

We noted that in this case, the broadcast of offensive language was unintentional. We also noted the measures undertaken by the Licensee to minimise the risk of a recurrence. Taking these factors into account, we consider the matter resolved.

Resolved

¹ <http://stakeholders.ofcom.org.uk/binaries/research/tv-research/offensive-lang.pdf>

Broadcast Licence Conditions cases

In Breach

Broadcasting licensees' late and non-payment of licence fees

Ofcom is partly funded by the licence fees it charges television and radio licensees. We have 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 Principles¹. Detail on the fees and charges payable by licensees is set out in Ofcom's Tariff Tables².

The payment of a licence fee is a requirement of a broadcasting licence³. Failure by a licensee to pay its licence fee when required represents a significant and fundamental breach of a broadcast licence, as it means that Ofcom may be unable properly to carry out its regulatory duties.

Ofcom recently informed licensees that, as of April 2015, licensees who pay their annual licence fees late – and who do not inform Ofcom in advance of the payment date that they foresee issues with making payment on time – are likely to be found in breach of the conditions of their licence relating to payment of fees and could be considered for the imposition of a statutory sanction.

In Breach

The following radio licensees failed to pay their annual licence fees by the required payment date. These licensees have therefore been found **in breach** of Conditions 3(1) and 3(2) of their broadcast licences.

All the outstanding payments have now been received by Ofcom. Ofcom will not be taking any further regulatory action in these cases.

Licensee	Service Name	Licence Number
Asian Sound Radio Limited	Asian Sound Radio	AL000183BA
Banbury Broadcasting Company Limited	Banbury Sound	AL000299BA
Centre Broadcasting Limited	Touch FM	AL000217BA
Murfin Media Limited	Sunshine Radio	AL000138BA
Now Digital Limited	Bournemouth	DL000028BA
Now Digital Limited	Oxfordshire	DL000052BA
Now Digital Limited	Norwich	DL000038BA
Now Digital Limited	Exeter, Torbay and North Devon	DL000030BA

1

http://stakeholders.ofcom.org.uk/binaries/consultations/socp/statement/charging_principles.pdf

2 http://www.ofcom.org.uk/content/about/annual-reports-plans/tariff-tables/Tariff_Tables_2015_16.pdf

3 As set out in Licence Condition 3 for radio licensees and Licence Condition 4 for television licensees.

Licensee	Service Name	Licence Number
Now Digital Limited	Swindon and West Wiltshire	DL000033BA
Now Digital Limited	Ayr	DL000027BA
Now Digital Limited	Reading and Basingstoke	DL000044BA
Now Digital Limited	Hertfordshire, Bedfordshire and Buckinghamshire	DL000047BA
Now Digital Limited	Wolverhampton, Shrewsbury and Telford	DL000007BA
Now Digital Limited	Peterborough	DL000032BA
Now Digital Limited	Coventry	DL000015BA
Now Digital Limited	Bristol and Bath	DL000014BA
Now Digital Limited	Southend and Chelmsford	DL000025BA
Now Digital Limited	Northamptonshire	DL000051BA
Now Digital Limited	Cambridge	DL000045BA
Now Digital (Southern) Limited	Sussex Coast	DL000040BA
Now Digital (Southern) Limited	Cardiff and Newport	DL000008BA
Now Digital (Southern) Limited	South Hampshire	DL000035BA
Now Digital (Southern) Limited	Kent	DL000042BA
Oak FM (Hinkley and Nuneaton) Limited	Oak FM	AL000231BA
Oak FM Limited	Oak FM	AL000230BA
Rugby Broadcasting Company Limited	Rugby FM	AL000331BA
Silk FM Limited	Silk FM	AL000213BA
South West Digital Radio Limited	Cornwall and Plymouth	DL000046BA
Spectrum Radio Limited	Spectrum Radio	AL000050BA
Sunshine FM Limited	Sunshine Radio	AL000326BA
Touch Broadcasting Limited	Touch FM	AL000185BA
Touch Broadcasting Limited	Touch FM	AL000330BA
Touch Warwick Limited	Touch FM	AL000309BA

Breaches of Licence Conditions 3(1) and (2) in Part 2 of the Schedule of the relevant licences

The following television licensees failed to pay their annual licence fees by the required payment date. These licensees have therefore been found **in breach** of Conditions 4(1) and 4(2) of their broadcast licences.⁴

All the outstanding payments have now been received by Ofcom. Ofcom will not be taking any further regulatory action in these cases.

Licensee	Service Name	Licence Number
ACBN International Limited	ACBN International	TLCS100391BA
AETN UK	CI (Africa)	TLCS001733BA

⁴ This table was amended on 29 October 2015 to remove The Jewellery Channel Limited. This is because the Licensee submitted relevant evidence to Ofcom after this issue of the Broadcast Bulletin was published which Ofcom took into account.

Licensee	Service Name	Licence Number
AETN UK	Crime & Investigation Network Europe	TLCS001372BA
AETN UK	History (HD) (Netherlands feed)	TLCS100220BA
AETN UK	CI Polsat	TLCS001705BA
AETN UK	History (Middle East)	TLCS001734BA
AETN UK	H2	TLCS001010BA
AETN UK	History Channel Europe HD (The)	TLCS001233BA
AETN UK	History Channel Africa	TLCS000691BA
AETN UK	History (Polish feed) (HD)	TLCS100077BA
AETN UK	History HD (Turkey)	TLCS001717BA
AETN UK	History (Croatia)	TLCS001716BA
AETN UK	Lifetime (Poland)	TLCS100732BA
AETN UK	H2 (HD) (Europe and Middle East)	TLCS100636BA
AETN UK	Crime & Investigation Network (HD)	TLCS001334BA
AETN UK	Lifetime (+1) (HD)	TLCS000379BA
AETN UK	History (Romanian)	TLCS001722BA
AETN UK	History Channel (HD)	TLCS001011BA
Alfratv Limited	Body In Balance (Europe)	TLCS001387BA
APGO Media Limited	TVC - Television Continental TV	TLCS001581BA
AplusLive Media Limited	Angara TV	TLCS001195BA
Arabic News Broadcast UK Limited	Arabic News Broadcast	TLCS001079BA
Arsenal Holdings Plc	AH	TLCS001210BA
Associated Newspapers Limited	Holidays TV	DTAS100511BA
Associated Newspapers Limited	1-2-1 Dating	DTAS000035BA
Associated Newspapers Limited	Rabbit	DTAS000028BA
Associated Newspapers Limited	Gay Rabbit	DTAS000039BA
ATN Bangla UK Limited	ATN Bangla UK	TLCS001029BA
Axn Europe Limited	AXN White (Central Europe)	TLCS001052BA
Axn Europe Limited	AXN (Czech Republic)	TLCS001516BA
Axn Europe Limited	AXN Spin (Central Europe)	TLCS001528BA
Axn Europe Limited	AXN/AXN HD (Poland)	TLCS001512BA
Axn Europe Limited	AXN (Central Europe)	TLCS000653BA
Axn Europe Limited	AXN (Bulgaria)	TLCS001517BA
Axn Europe Limited	AXN (Adria)	TLCS001417BA
Axn Europe Limited	AXN Black (Poland)	TLCS001511BA
Axn Europe Limited	AXN White (Poland)	TLCS001509BA
Axn Europe Limited	AXN Black (Central Europe)	TLCS001051BA
Axn Europe Limited	AXN SPIN (Romanian)	TLCS001724BA
Axn Europe Limited	AXN (HD) (Romania)	TLCS001515BA
AXN Southern Europe Limited	AXN Sci-Fi (Italy)	TLCS001508BA
AXN Southern Europe Limited	AXN (Italy)	TLCS000970BA

Licensee	Service Name	Licence Number
Bangla TV (UK) Limited	Bangla TV	TLCS000415BA
Best Direct (International) Limited	Best Direct	TLCS001373BA
BET International Inc	BET Black Ent Tv	TLCS001200BA
Boxing Channel Media Limited	Boxnation	TLCS001567BA
Broadcasting (Gaia) Limited	Amateur Babes	TLCS000516BA
C Music Entertainment Limited	C Music TV	TLCS001104BA
Cable News Network Inc	CNN International	TLCS000103BA
Cloud Television One Limited	Starz	TLCS001648BA
Discovery Communications Europe Limited	Quest, Quest +1	DTPS000069BA
Discovery Communications Europe Limited	Discovery Shed	TLCS000894BA
Discovery Communications Europe Limited	Discovery Science Channel (Italy)	TLCS000643BA
Discovery Communications Europe Limited	Animal Planet (Romania)	TLCS001647BA
Discovery Communications Europe Limited	Discovery Science (Poland)	TLCS001656BA
Discovery Communications Europe Limited	TLC (Serbian Feed)	TLCS001683BA
Discovery Communications Europe Limited	Investigation Discovery (Polish) (HD)	TLCS001632BA
Discovery Communications Europe Limited	Discovery Channel (Croatian Language Feed)	TLCS001701BA
Discovery Communications Europe Limited	Discovery Channel (Italy) (HD)	TLCS001122BA
Discovery Communications Europe Limited	DMAX	TLCS000338BA
Discovery Communications Europe Limited	TLC (Eastern Europe)	TLCS001760BA
Discovery Communications Europe Limited	TLC (Sverige)	TLCS001494BA
Discovery Communications Europe Limited	Animal Planet (Nordics)	TLCS001482BA
Discovery Communications Europe Limited	Discovery Channel (Romania)	TLCS001646BA
Discovery Communications Europe Limited	Discovery Channel (France)(HD)	TLCS000451BA
Discovery Communications Europe Limited	TLC (Netherlands Feed) (HD)	TLCS001579BA
Discovery Communications Europe Limited	TLC (Romania)	TLCS001531BA
Discovery Communications Europe Limited	Discovery History (UK)	TLCS001115BA
Discovery Communications Europe Limited	Discovery Channel (Ireland)	TLCS001119BA
Discovery Communications Europe Limited	Investigation Discovery (Serbian feed)	TLCS100383BA
Discovery Communications Europe Limited	Animal Planet (Italy)	TLCS000890BA
Discovery Communications Europe Limited	Discovery Channel (feed for Hungary, Czech Republic, Slovakia)	TLCS001645BA
Discovery Communications Europe Limited	Discovery Channel (Portugal)	TLCS100063BA
Discovery Communications Europe Limited	Investigation Discovery (Netherlands feed)	TLCS001740BA
Discovery Communications Europe Limited	TLC HD (Mediterranean & Middle East)	TLCS100265BA
Discovery Communications Europe Limited	Discovery Channel (Ukraine)	TLCS001503BA
Discovery Communications Europe Limited	Discovery Channel (Bulgaria)	TLCS001644BA

Licensee	Service Name	Licence Number
Discovery Communications Europe Limited	Discovery Channel (Benelux) (HD)	TLCS001121BA
Discovery Communications Europe Limited	Discovery Channel (Flanders) (HD)	TLCS001388BA
Discovery Communications Europe Limited	Discovery Channel (UK) (HD)	TLCS000870BA
Discovery Communications Europe Limited	ID Xtra (HD) (Europe)	TLCS100256BA
Discovery Communications Europe Limited	Animal Planet (Europe)	TLCS000167BA
Discovery Communications Europe Limited	Discovery Channel (Nordic)	TLCS001120BA
Discovery Communications Europe Limited	TLC (Balkans)	TLCS001493BA
Discovery Communications Europe Limited	Animal Planet (UK) (HD)	TLCS001118BA
Discovery Communications Europe Limited	Discovery Travel & Living (Italy)	TLCS000642BA
Discovery Communications Europe Limited	Discovery Channel (Spain & Portugal) (HD)	TLCS001171BA
Discovery Communications Europe Limited	Discovery Science (HD) (EMEA)	TLCS000256BA
Discovery Communications Europe Limited	Discovery Channel (Denmark) (HD)	TLCS001638BA
Discovery Communications Europe Limited	TLC (ROI feed)	TLCS100064BA
Discovery Communications Europe Limited	Discovery Channel (Central & Eastern Europe inc. Russia)	TLCS000407BA
Discovery Communications Europe Limited	Discovery Turbo Xtra HD (EMEA)	TLCS001757BA
Discovery Communications Europe Limited	Investigation Discovery (ROI feed)	TLCS100472BA
Discovery Communications Europe Limited	TLC (Slovenian feed)	TLCS100263BA
Discovery Communications Europe Limited	Animal Planet (Slovenia)	TLCS001680BA
Discovery Communications Europe Limited	Discovery Channel (Serbia)	TLCS001681BA
Discovery Communications Europe Limited	Discovery Turbo Xtra (Polish) (HD)	TLCS001657BA
Discovery Communications Europe Limited	Discovery Channel (Middle East Africa & Turkey) (HD)	TLCS000257BA
Discovery Communications Europe Limited	Discovery Channel (Finland)	TLCS001639BA
Discovery Communications Europe Limited	Discovery Turbo	TLCS000358BA
Discovery Communications Europe Limited	Animal Planet (Serbia)	TLCS001679BA
Discovery Communications Europe Limited	Animal Planet HD (Sweden Denmark Finland)	TLCS001359BA
Discovery Communications Europe Limited	Discovery World (Europe)	TLCS000254BA
Discovery Communications Europe Limited	Discovery Historia	TLCS001124BA
Discovery Communications Europe Limited	Investigation Discovery	TLCS001350BA
Discovery Communications Europe Limited	Discovery Channel (Sweden)	TLCS001640BA
Discovery Communications Europe Limited	Discovery Channel (Slovenia)	TLCS001682BA
Discovery Communications Europe Limited	Investigation Discovery (Slovenian feed)	TLCS100209BA
Discovery Communications Europe Limited	Discovery Home & Health	TLCS000355BA
Discovery Communications Europe Limited	Discovery Science (France) (HD)	TLCS001684BA

Licensee	Service Name	Licence Number
Discovery Communications Europe Limited	TLC (Polish) HD	TLCS001504BA
Discovery Communications Europe Limited	Discovery HD Showcase	TLCS001105BA
Discovery Communications Europe Limited	TLC (Pan Regional)	TLCS001576BA
Discovery Communications Europe Limited	Quest	TLCS001404BA
Discovery Communications Europe Limited	TLC (UK) (HD)	TLCS001741BA
Discovery Communications Europe Limited	TLC (Norwegian feed)	TLCS001431BA
Discovery Communications Europe Limited	TLC (Denmark)	TLCS001597BA
Discovery Communications Europe Limited	Discovery Science (UK)	TLCS001114BA
Discovery Communications Europe Limited	Investigation Discovery (Europe)	TLCS001367BA
Discovery Communications Europe Limited	Discovery Channel (Polish) HD	TLCS001654BA
Discovery Corporate Services Limited	Discovery Life (Poland)	TLCS100841BA
Discovery Corporate Services Limited	Animal Planet (Slovakian Feed)	TLCS100907BA
Discovery Corporate Services Limited	Discovery Channel (Slovakian Feed)	TLCS100909BA
Discovery Corporate Services Limited	TLC (Croatian Feed)	TLCS100617BA
Discovery Corporate Services Limited	Discovery Channel (Estonia)	TLCS100774BA
Discovery Corporate Services Limited	Investigation Discovery (Swedish feed)	TLCS100963BA
Discovery Corporate Services Limited	Investigation Discovery (feed for Hungary, Romania, Czech Republic, Slovakia)	TLCS100781BA
Discovery Corporate Services Limited	Animal Planet HD (Poland)	TLCS100616BA
Discovery Corporate Services Limited	TLC (Flanders) HD	TLCS100780BA
Discovery Corporate Services Limited	TLC (feed for Hungary, Czech Republic, Slovakia)	TLCS100634BA
Discovery Corporate Services Limited	Discovery World (feed for Hungary, Czech Republic, Slovakia)	TLCS100905BA
Discovery Corporate Services Limited	TLC (Estonia)	TLCS100779BA
Discovery Corporate Services Limited	Animal Planet (feed for Hungary, Czech Republic, Slovakia)	TLCS100908BA
Dunya News Limited	Dunya TV	TLCS001616BA
EE Limited	EE TV	TLCS100654BA
Estuary TV CIC	Estuary TV	L-DTPS000001BA
Estuary TV CIC	Estuary TV	TLCS000148BA
Global Tamil Vision Limited	Global Tamil Vision	TLCS001281BA
Gong Media Limited	Gong Max	TLCS001097BA
Gong Media Limited	Gong Base	TLCS001754BA
Greener Technology Limited	BEN TV	TLCS001094BA
Harmony Media Enterprises (UK) Limited	UKS Fuzion TV	TLCS001292BA
Hidayat Welfare Society Limited	Hidayat Welfare Society	TLCS000914BA
IMG Media Limited	EDGEsport	TLCS100371BA
Independent Television Limited	IT TV	TLCS001753BA

Licensee	Service Name	Licence Number
International Television Channel Europe Limited	NTV	TLCS001624BA
Leeds Trinity University	Trinity Vision	TLCS100470BA
London Broadcasting Partners Limited	LBP	TLCS001634BA
Media Mix (UK) Limited	Movie Mix	DTPS000057BA
MFM TV	MFM TV	TLCS001481BA
Millennium Broadcast Limited	Kanal 7 Avrupa	TLCS001382BA
Millennium Broadcast Limited	TVT	TLCS001507BA
Millennium Broadcast Limited	EZGI	TLCS001506BA
Modern Times Group MTG Limited	Viasat 3D	TLCS001048BA
Modern Times Group MTG Limited	Viasat Motor	TLCS001344BA
Modern Times Group MTG Limited	TV3 Norway	TLCS000687BA
Modern Times Group MTG Limited	Viasat Nature (CEE)	TLCS001433BA
Modern Times Group MTG Limited	Viasat Sport (Baltics)	TLCS000711BA
Modern Times Group MTG Limited	Viasat Fotball (Norway)	TLCS000986BA
Modern Times Group MTG Limited	3+ (Estonia)	TLCS000857BA
Modern Times Group MTG Limited	Polsat Viasat Explore	TLCS001729BA
Modern Times Group MTG Limited	TV3 Denmark	TLCS000462BA
Modern Times Group MTG Limited	TV1000 Premium (HD)	TLCS001704BA
Modern Times Group MTG Limited	Viasat Sport (East)	TLCS001339BA
Modern Times Group MTG Limited	TV3 Sweden	TLCS000074BA
Modern Times Group MTG Limited	Viasat Golf	TLCS000892BA
Modern Times Group MTG Limited	CTC Baltics	TLCS001603BA
Modern Times Group MTG Limited	TV6 (HD)	TLCS100101BA
Modern Times Group MTG Limited	TV3 Sport 1 (HD)	TLCS001713BA
Modern Times Group MTG Limited	Polsat Viasat Nature	TLCS001727BA
Modern Times Group MTG Limited	3+ (Latvia)	TLCS000725BA
Modern Times Group MTG Limited	TV3 Sport 2 (HD)	TLCS001714BA
Modern Times Group MTG Limited	TV6 (Sweden)	TLCS000181BA
Modern Times Group MTG Limited	ZTV (Norway)	TLCS000334BA
Modern Times Group MTG Limited	Viasat 6	TLCS000837BA
Modern Times Group MTG Limited	3+ (Denmark)	TLCS001688BA
Modern Times Group MTG Limited	Polsat Viasat History	TLCS001728BA
Modern Times Group MTG Limited	TV2 Sport Premier League HD (Denmark)/ Viasat Premi	TLCS001484BA
Modern Times Group MTG Limited	Viasat Sport HD	TLCS000508BA
Modern Times Group MTG Limited	Viasat Sport (Sweden)	TLCS000736BA
Modern Times Group MTG Limited	Viasat Promo	TLCS001435BA
Modern Times Group MTG Limited	Viasat Fotboll	TLCS001338BA
Modern Times Group MTG Limited	Viasat Hockey	TLCS001396BA
Modern Times Group MTG Limited	Viasat Sport Norway	TLCS001349BA
Modern Times Group MTG Limited	Viasat Nature HD/Viasat History HD	TLCS001568BA
Modern Times Group MTG Limited	TV1000 Megahits (HD)	TLCS001703BA

Licensee	Service Name	Licence Number
Modern Times Group MTG Limited	TV3 PULS	TLCS000712BA
Modern Times Group MTG Limited	CTC Estonia	TLCS001620BA
Modern Times Group MTG Limited	TV8 (Sweden)	TLCS000339BA
Modern Times Group MTG Limited	Viasat Explore	TLCS000507BA
Modern Times Group MTG Limited	TV1000 Comedy (HD)	TLCS001702BA
Modern Times Group MTG Limited	Viasat 3 (Hungary)	TLCS001368BA
Modern Times Group MTG Limited	Viasat 4	TLCS001237BA
Modern Times Group MTG Limited	TV10	TLCS001486BA
Modern Times Group MTG Limited	Viasat History	TLCS000729BA
Nepali TV (UK) Limited	Nepali TV	TLCS001492BA
PAK (UK) T.V. Limited	PTV Prime	TLCS000322BA
Paramount UK Partnership	Comedy Central Extra	TLCS000649BA
Paramount UK Partnership	Comedy Central (Ireland)	TLCS000897BA
Paramount UK Partnership	Comedy Central	TLCS000114BA
Paramount UK Partnership	COMEDY CENTRAL EXTRA (Ireland)	TLCS001502BA
Polsat Limited	Polsat Volleyball 2	TLCS100574BA
Polsat Limited	Polsat Volleyball 1 (HD)	TLCS100573BA
Polsat Limited	Polsat Volleyball 4	TLCS100576BA
Polsat Limited	Polsat Volleyball 3	TLCS100575BA
Relativity Marketing Limited	Sin TV	TLCS100875BA
SDN Limited	DTT Multiplex A	MUX-N00000ABA
Smart TV Broadcasting Limited	Smart TV	TLCS001202BA
Smart TV Broadcasting Limited	Sinemax TV	TLCS001135BA
SPTI Networks Eastern Europe (UK) Limited	Sony Sci-Fi (Baltics)	TLCS100172BA
SPTI Networks Eastern Europe (UK) Limited	Sony Turbo (Baltics)	TLCS001725BA
SPTI Networks Eastern Europe (UK) Limited	Sony Entertainment Television (HD) (Baltics)	TLCS100170BA
SPTI Networks Eastern Europe (UK) Limited	Sony Entertainment Television (Baltics)	TLCS001460BA
SPTI Networks Eastern Europe (UK) Limited	Sony Turbo (HD) (Baltics)	TLCS100171BA
Stingray Digital International Limited	Stingray Music	TLCS001529BA
Stingray Digital International Limited	Stingray Lite TV	TLCS100800BA
Sundance Channel (UK) Limited	Sundance Channel	TLCS100700BA
Sundance Channel (UK) Limited	Sun	TLCS100699BA
Sundance Channel (UK) Limited	Sundance Channel	TLCS100698BA
Sundance Channel (UK) Limited	Sundance	TLCS001370BA
Synapse TV Limited	AdultXXX Africa Free TV Planet Knowledge Sin TV Synapse 1 Synapse 2 Synapse 3 TV Player Vision TV (Part 2 of 2)	DTAS000047BA

Licensee	Service Name	Licence Number
	Vision TV (part 1 of 2) Vu TV	
TalkTalk Group Limited	TalkTalk Player EPG	TLCS001743BA
Thane Direct UK Limited	Thane Direct	TLCS000518BA
That's Oxford Limited	That's Oxford	L- DTPS000008BA
That's Solent Limited	That's Solent	L- DTPS000007BA
That's Solent Limited	That's Solent	TLCS100799BA
The Africa Channel Limited	Africa Channel (The)	TLCS001181BA
The All England Lawn Tennis (Championship) Limited	Live@Wimbledon	TLCS001756BA
The Community Channel	Community Channel, Community Channel HD	DTPS000036BA
The Community Channel	Community Channel (HD)	TLCS000350BA
Tristar Media (UK) Limited	Tristar	TLCS000263BA
Turner Broadcasting System Europe Limited	truTV, truTV +1	DTPS100394BA
Turner Broadcasting System Europe Limited	Boomerang (Nordic)	TLCS001294BA
Turner Broadcasting System Europe Limited	Cartoon Network (Poland)	TLCS001406BA
Turner Broadcasting System Europe Limited	Boomerang (Pan European)	TLCS000862BA
Turner Broadcasting System Europe Limited	Boing (France)	TLCS001463BA
Turner Broadcasting System Europe Limited	Adult Swim (french language)	TLCS001561BA
Turner Broadcasting System Europe Limited	TCM (HD)	TLCS000668BA
Turner Broadcasting System Europe Limited	TCM (French Language)	TLCS000303BA
Turner Broadcasting System Europe Limited	TNT (Spain)	TLCS001216BA
Turner Broadcasting System Europe Limited	Cartoon Network (Dutch)	TLCS000742BA
Turner Broadcasting System Europe Limited	Boomerang UK	TLCS000349BA
Turner Broadcasting System Europe Limited	Cartoon Network	TLCS000667BA
Turner Broadcasting System Europe Limited	Boomerang (Central Eastern Europe)	TLCS001604BA
Turner Broadcasting System Europe Limited	Cartoon Network Pan Feed	TLCS000444BA
Turner Broadcasting System Europe Limited	Cartoonito	TLCS001004BA
Turner Broadcasting System Europe Limited	Cartoon Network (Central Eastern Europe)	TLCS001540BA
Turner Broadcasting System Europe Limited	Boomerang (French)	TLCS000597BA
Turner Broadcasting System Europe Limited	TCM (Spain)	TLCS000302BA
Turner Broadcasting System Europe Limited	Adult Swim	TLCS001532BA
Turner Broadcasting System Europe Limited	Cartoon Network (Nordic)	TLCS000319BA
Turner Broadcasting System Europe Limited	truTV	TLCS100466BA
Turner Broadcasting System Europe Limited	Cartoon Network (French Lang.)	TLCS000299BA
Turner Broadcasting System Europe Limited	Cartoon Network (Games Service)	TLCS000409BA
Turner Broadcasting System Europe Limited	Cartoon Network (Russia & Southern Eastern Europe)	TLCS001407BA
Turner Broadcasting System Europe Limited	Cartoon Network (Portuguese feed)	TLCS100204BA

Licensee	Service Name	Licence Number
Turner Broadcasting System Europe Limited	TCM (Pan European)	TLCS000915BA
TV Enterprises Limited	NTAI	TLCS000743BA
Up and Coming TV Limited	Samaa	TLCS001217BA
Vedic Broadcasting Network (UK) Limited	Aastha	TLCS000938BA
Virgin Media Limited	Virgin Movies Previews	TLCS001169BA
Virgin Media Limited	Virgin Music On Demand Preview Channel	TLCS001687BA
Virgin Media Limited	Virgin Media EPG	TLCS000919BA
Virgin Media Limited	Virgin Previews	TLCS000856BA
Virgin Media Limited	Adult Preview Channel	TLCS000854BA
VuTV Limited	VuTV EPG	TLCS100107BA
Wild TV	Wild TV	TLCS001427BA

Breaches of Licence Conditions 4(1) and (2) in Part 2 of the Schedule of the relevant licences

In Breach

Providing a service in accordance with ‘Key Commitments’

Bradley Stoke Radio, 18, 19 and 20 June 2015

Introduction

Bradley Stoke Radio is a community radio station licensed to provide “a local service...with locally relevant programming” for Bradley Stoke in South Gloucestershire. The licence is held by Bradley Stoke Radio Limited (“Bradley Stoke Radio” or “the Licensee”).

Like other community radio stations, Bradley Stoke Radio is required to deliver the ‘Key Commitments’ which form part of its licence.¹ These set out how the station will serve its target community and include a description of the programme service; social gain (community benefit) objectives such as training provision; arrangements for access for members of the target community; opportunities to participate in the operation and management of the service; and accountability to the community.

Ofcom received a complaint alleging that Bradley Stoke Radio was failing to comply with various aspects of its Key Commitments, including those around its on-air programming and social gain.

To assess the station’s programming, we requested recordings of three days of Bradley Stoke Radio’s output, covering Thursday 18, Friday 19, and Saturday 20 June 2015. After monitoring this output, we were satisfied that the station was meeting most of its Key Commitments relating to on-air programming. However, we identified a potential issue with Bradley Stoke Radio’s compliance with the following Key Commitment:

- “Output typically comprises 70% music and 30% speech during daytime hours (‘speech’ excludes advertising, programme/promotional trails and sponsor credits). The proportion of music output will be higher in the evenings and overnight.”

In particular, we noted that a significant proportion of the station’s scheduled programming contained very little speech content. For example, other than national Sky News bulletins, there appeared to be no speech broadcast on the station between 06:00 and 13:00 on Friday 19 June 2015, and between 06:00 and 12:00 on Saturday 20 June 2015. Although a more significant amount of speech was broadcast at other times during the monitored days, on average the levels of speech were very clearly below the 30% required by the Key Commitment.

We further requested the Licensee to provide information on how it was complying with its Key Commitments around social gain, participation in the service, access to facilities and training. Based on the information provided, we were satisfied that the station was meeting these Key Commitments.

¹ The Key Commitments are contained in an annex to Bradley Stoke Radio’s licence. They can be viewed in full at:
<http://www.ofcom.org.uk/static/radiolicensing/Community/commitments/cr000232.pdf>.

However, Ofcom considered that the lack of speech content being delivered by the station warranted investigation under Conditions 2(1) and 2(4) in Part 2 of the Schedule to Bradley Stoke Radio's licence. These state, respectively:

"The Licensee shall provide the Licensed Service specified in the Annex for the licence period." (Section 106(2) of the Broadcasting Act 1990); and

"The Licensee shall ensure that the Licensed Service accords with the proposals set out in the Annex so as to maintain the character of the Licensed Service throughout the licence period." (Section 106(1) of the Broadcasting Act 1990).

We therefore requested the Licensee's comments on how it was complying with its Key Commitment that output will typically comprise 30% speech during daytime hours.

Response

The Licensee said that most of its daytime programming adhered to the 30% speech requirement, with the exception of Fridays and Saturdays. It said that this shortfall in speech on Fridays and Saturdays was the result of previous regular presenters having dropped or rescheduled their programmes for personal reasons.

The Licensee explained that it was in the process of commissioning new programmes for the vacant slots on these days and aimed to begin airing five new programmes with significant speech content within the next six weeks.

Bradley Stoke Radio added that its presenters would soon attend mandatory training courses, which would cover how to incorporate further speech content into their programmes.

Decision

Ofcom has a number of duties in relation to radio broadcasting, including securing a diverse range of local radio services which are calculated to appeal to a variety of tastes and interests, along with the optimal use of the radio spectrum. These matters are reflected in the licence condition requiring the provision of the specified licensed service. Provision by a licensee of its licensed service on the frequency assigned to it is the fundamental purpose for which a community radio licence is granted.

Ofcom has traditionally regulated speech output on all stations on the basis of an average daily percentage, rather than requiring licensees to meet the percentage speech requirement in every single clock hour. This is because we recognise that licensees may legitimately wish to over-deliver on speech content during some hours, but place a greater emphasis on music during other hours.

However, in this case, even when calculated on this averaged-out basis, Bradley Stoke Radio was not delivering the required 30% level of speech content on all three of the monitored days. With regard to the station's programming on Thursday 18 June, we acknowledged that the shortfall in speech was, in part, due to a scheduled programme not being broadcast because the presenter was absent on that particular day. On Friday 19 and Saturday 20 June, however, the Licensee's scheduled daytime programming featured a number of hours of continuous music. This resulted in average levels of speech that were significantly below the percentage required by the Key Commitment.

We welcomed the steps the Licensee told us it is taking to increase its speech output, including by commissioning new programmes. Nonetheless, it was clear that, during our monitoring period, Bradley Stoke Radio failed to deliver the amount of speech output required by its Key Commitments. We therefore concluded that the Licensee had breached Licence Conditions 2(1) and 2(4) in this respect.

Breaches of Licence Conditions 2(1) and 2(4) in Part 2 of the Schedule to the community radio licence held by Bradley Stoke Radio Limited (licence number CR000232).

Investigations Not in Breach

Here are alphabetical lists of investigations that Ofcom has completed between 12 and 18 September 2015 and decided that the broadcaster did not breach Ofcom's codes, licence conditions or other regulatory requirements.

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

Programme	Broadcaster	Transmission date	Categories
Mumbai Metro	Aaj Tak	06/01/2015	Due impartiality/bias
Steve Allen	LBC 97.3 FM	04/08/2015	Crime
The Territory of Misrepresentation – Teritoria Zabluzhdenii	REN TV Baltic	19/11/2014	Due impartiality/bias

For more information about how Ofcom conducts investigations about content standards, go to: <http://stakeholders.ofcom.org.uk/broadcasting/guidance/complaints-sanctions/standards/>.

Complaints Assessed, Not Investigated

Here are alphabetical lists of complaints that, after careful assessment, Ofcom has decided not to pursue between 12 and 18 September 2015 because they did not raise issues warranting investigation.

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

For more information about how Ofcom assesses conducts investigations about content standards, go to:

<http://stakeholders.ofcom.org.uk/broadcasting/guidance/complaints-sanctions/standards/>.

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
London Live: Mudhe	Akaal Channel	13/08/2015	Crime	1
Craig Strong	Amber Sound	28/08/2015	Offensive language	1
Fear of the Walking Dead	AMC	07/09/2015	Outside of remit / other	1
Bargain Hunt	BBC 1	05/09/2015	Generally accepted standards	1
BBC News at Ten	BBC 1	07/09/2015	Generally accepted standards	1
Breakfast	BBC 1	14/09/2015	Generally accepted standards	1
Break-in Britain — The Crackdown	BBC 1	07/09/2015	Crime	1
Inside Out	BBC 1	14/09/2015	Scheduling	2
The Andrew Marr Show	BBC 1	13/09/2015	Drugs, smoking, solvents or alcohol	1
Would I Lie to You?	BBC 1	11/09/2015	Generally accepted standards	1
Newsnight	BBC 2	11/09/2015	Generally accepted standards	1
Newsnight	BBC 2	11/09/2015	Generally accepted standards	1
University Challenge	BBC 2	07/09/2015	Generally accepted standards	1
Fried (trailer)	BBC 3	01/09/2015	Religious/Beliefs discrimination/offence	1
Ken Bruce	BBC Radio 2	Various	Religious/Beliefs discrimination/offence	1
Jeffrey Bernard Is Unwell	BBC Radio 4	15/08/2015	Offensive language	8
Woman's Hour	BBC Radio 4	10/09/2015	Race discrimination/offence	1
Woman's Hour	BBC Radio 4	14/09/2015	Disability discrimination/offence	1
Stephen Nolan	BBC Radio 5 Live	06/09/2015	Generally accepted standards	1
Iain Lee	BBC Three Counties Radio	04/09/2015	Generally accepted standards	1
Iain Lee	BBC Three Counties Radio	08/09/2015	Generally accepted standards	1
Channel 4 News	Channel 4	09/09/2015	Due impartiality/bias	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Channel 4 News	Channel 4	11/09/2015	Due impartiality/bias	1
Channel 4 News	Channel 4	12/09/2015	Due impartiality/bias	1
Channel 4 News	Channel 4	14/09/2015	Due impartiality/bias	1
Channel 4 News	Channel 4	15/09/2015	Due impartiality/bias	1
Channel 4 News	Channel 4	16/09/2015	Violence and dangerous behaviour	1
Gogglebox	Channel 4	11/09/2015	Race discrimination/offence	1
Hunted	Channel 4	10/09/2015	Fairness & Privacy	1
Million Pound Movers	Channel 4	09/09/2015	Animal welfare	3
Celebrity Big Brother	Channel 5	03/09/2015	Generally accepted standards	1
Celebrity Big Brother	Channel 5	04/09/2015	Gender discrimination/offence	1
Celebrity Big Brother	Channel 5	04/09/2015	Generally accepted standards	18
Celebrity Big Brother	Channel 5	05/09/2015	Generally accepted standards	1
Celebrity Big Brother	Channel 5	05/09/2015	Race discrimination/offence	1
Celebrity Big Brother	Channel 5	05/09/2015	Sexual orientation discrimination/offence	1
Celebrity Big Brother	Channel 5	07/09/2015	Generally accepted standards	294
Celebrity Big Brother	Channel 5	07/09/2015	Offensive language	2
Celebrity Big Brother	Channel 5	13/09/2015	Generally accepted standards	1
Milkshake (trailer)	Channel 5	31/08/2015	Scheduling	1
Skinny Brides to Fat Wives	Channel 5	03/09/2015	Gender discrimination/offence	1
The Nightmare Neighbour Next Door	Channel 5	02/09/2015	Offensive language	3
The Nightmare Neighbour Next Door	Channel 5	09/09/2015	Offensive language	2
The Nightmare Neighbour Next Door	Channel 5	09/09/2015	Offensive language	1
Gogglebox	E4	06/09/2015	Generally accepted standards	1
Gogglebox	E4	13/09/2015	Generally accepted standards	1
Made in Chelsea: LA (trailer)	E4	03/09/2015	Offensive language	1
Rude Tube: OMFG	E4	10/09/2015	Religious/Beliefs discrimination/offence	1
Young, Free and Single (trailer)	E4	16/09/2015	Scheduling	1
Alien Files	H2	20/08/2015	Advertising scheduling	1
Toby Anstis	Heart (Network)	07/09/2015	Competitions	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Programming	ITV	05/09/2015	Flashing images/risk to viewers who have PSE	1
Coronation Street	ITV	02/09/2015	Generally accepted standards	1
Coronation Street	ITV	14/09/2015	Race discrimination/offence	2
Coronation Street	ITV	14/09/2015	Scheduling	1
Emmerdale	ITV	08/09/2015	Violence and dangerous behaviour	2
Emmerdale	ITV	11/09/2015	Animal welfare	2
Emmerdale	ITV	14/09/2015	Animal welfare	1
Emmerdale	ITV	15/09/2015	Violence and dangerous behaviour	2
Emmerdale	ITV	16/09/2015	Violence and dangerous behaviour	1
Emmerdale	ITV	17/09/2015	Violence and dangerous behaviour	1
Programming	ITV	Various	Scheduling	1
Euro 2016 Qualifier	ITV	08/09/2015	Promotion of products/services	2
Good Morning Britain	ITV	14/09/2015	Due accuracy	1
Good Morning Britain	ITV	15/09/2015	Generally accepted standards	1
Good Morning Britain	ITV	15/09/2015	Offensive language	2
ITV News and Weather	ITV	03/09/2015	Generally accepted standards	1
Keep it in the Family	ITV	05/09/2015	Gender discrimination/offence	4
Lorraine	ITV	14/09/2015	Competitions	1
Lorraine	ITV	15/09/2015	Sexual material	1
Nationwide's sponsorship of ITV documentaries	ITV	01/09/2015	Generally accepted standards	1
Nationwide's sponsorship of ITV documentaries	ITV	02/09/2015	Generally accepted standards	1
Nationwide's sponsorship of ITV documentaries	ITV	03/09/2015	Generally accepted standards	1
Nationwide's sponsorship of ITV documentaries	ITV	Various	Generally accepted standards	1
Nationwide's sponsorship of ITV documentaries	ITV	Various	Generally accepted standards	1
Nationwide's sponsorship of ITV documentaries	ITV	Various	Generally accepted standards	1
Programming	ITV	20/08/2015	Advertising scheduling	1
The Chase	ITV	13/09/2015	Competitions	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
The X Factor	ITV	05/09/2015	Scheduling	1
The X Factor	ITV	13/09/2015	Harm	1
This Morning	ITV	11/09/2015	Generally accepted standards	12
This Morning	ITV	11/09/2015	Race discrimination/offence	1
Tonight	ITV	04/09/2015	Crime	1
The Jeremy Kyle Show	itv London	10/09/2015	Age discrimination/offence	1
Celebrity Juice (trailer)	ITV2	17/09/2015	Scheduling	1
Life on Marbs	ITVBe	26/08/2015	Generally accepted standards	1
Steve Allen	LBC 97.3 FM	31/08/2015	Generally accepted standards	1
Steve Allen	LBC 97.3 FM	31/08/2015	Sexual orientation discrimination/offence	1
James O'Brien	LBC 97.3FM	14/09/2015	Disability discrimination/offence	1
Nick Abbot	LBC 97.3FM	13/09/2015	Crime	2
Tim Marshall	LBC 97.3FM	12/09/2015	Offensive language	1
2000s: A New Reality	National Geographic	30/08/2015	Generally accepted standards	1
Darryl Morris in the Morning	Rock FM	11/09/2015	Generally accepted standards	1
Programming	Sangat TV	14/07/2015	Crime	1
Programming	Showcase TV	25/07/2015	Competitions	1
Murnaghan	Sky News	13/09/2015	Generally accepted standards	1
News on the Hour	Sky News	11/09/2015	Due impartiality/bias	1
Sky News	Sky News	12/09/2015	Due impartiality/bias	1
Sky News at 5 with Andrew Wilson	Sky News	11/09/2015	Crime	1
Sky News at Nine	Sky News	02/09/2015	Due impartiality/bias	1
Sky News Tonight with Adam Boulton	Sky News	14/09/2015	Due accuracy	1
Sky News with Anna Jones	Sky News	03/09/2015	Violence and dangerous behaviour	1
Sky News with Colin Brazier	Sky News	11/09/2015	Due impartiality/bias	1
Sky News with Colin Brazier	Sky News	14/09/2015	Due impartiality/bias	4
Sky News with Dermot Murnaghan	Sky News	14/09/2015	Due impartiality/bias	3
Sunrise	Sky News	02/09/2015	Race discrimination/offence	1
Sunrise	Sky News	08/09/2015	Generally accepted standards	1
Sunrise	Sky News	14/09/2015	Due impartiality/bias	1
Premier League Football	Sky Sports 1	12/09/2015	Due impartiality/bias	1
Tennis: US Open	Sky Sports 1	13/09/2015	Outside of remit / other	1

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Competition	Smooth Radio	14/09/2015	Competitions	1
Programming	TLC	Various	Advertising scheduling	1
Seven Psychopaths	TV6 (Sweden)	15/08/2015	Advertising scheduling	1
Programming	Various	Various	Outside of remit / other	1

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 and radio adverts, or accuracy in BBC programmes.

For more information about what Ofcom's rules cover, go to:

<http://consumers.ofcom.org.uk/complain/tv-and-radio-complaints/what-does-ofcom-cover/>

Complaints about television or radio programmes

For more information about how Ofcom assesses conducts investigations about content standards, go to:

<http://stakeholders.ofcom.org.uk/broadcasting/guidance/complaints-sanctions/standards/>

Programme	Broadcaster	Transmission Date	Categories	Number of complaints
Advertisement	Channel 4	06/09/2015	Advertising content	1
Advertisement	Channel 4	11/09/2015	Advertising content	1
Advertisement	Channel 4	13/09/2015	Advertising content	1
Advertisement	ITV	12/09/2015	Advertising content	1
Advertisement	ITV	13/09/2015	Advertising content	1
Advertisement	ITV	17/09/2015	Advertising content	2
Advertisement	Sky Sports 1	14/09/2015	Advertising content	1
Advertisement	Sky Sports Channels	Various	Advertising content	1
Advertisement	STV	11/09/2015	Advertising content	1
Advertisement	Various	Various	Advertising content	1
BBC News	BBC 1	13/09/2015	Due impartiality/bias	1
BBC News at Six	BBC 1	14/09/2015	Due impartiality/bias	1
BBC News at Six	BBC 1	16/09/2015	Due impartiality/bias	1
Panorama	BBC 1	07/09/2015	Due impartiality/bias	1
Question Time	BBC 1	17/09/2015	Due impartiality/bias	1
The Daily Politics	BBC 2	14/09/2015	Due impartiality/bias	1
Victoria Derbyshire	BBC News Channel	14/09/2015	Due accuracy	1
Drivetime	BBC Radio 5 Live	16/09/2015	Due impartiality/bias	1
Stephen Nolan	BBC Radio 5 Live	05/09/2015	Due impartiality/bias	1

Investigations List

If Ofcom considers that a broadcaster may have breached its codes, a condition of its licence 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 has done anything wrong. Not all investigations result in breaches of the licence or other regulatory requirements being recorded.

Here are alphabetical lists of new investigations launched between 12 and 18 September 2015.

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

Programme	Broadcaster	Transmission date
Beware: Britain Running Riot	Channel 5	7 September 2015
Heart for the World	Daystar	7 June 2015
Steve Allen	LBC 97.3FM	28 and 31 August 2015

For more information about how Ofcom assesses complaints and conducts investigations about content standards, go to:

<http://stakeholders.ofcom.org.uk/broadcasting/guidance/complaints-sanctions/standards/>.

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

Programme	Broadcaster	Transmission date
Gurdwara Miri Piri Sahib Kar Sewa Live	MATV	11 May 2015

Notice

Self-initiated investigation

Dispatches: Politicians for Hire, Channel 4, 23 February 2015

Ofcom has commenced a self-initiated investigation into whether this programme complied with the requirements of Rule 7.1 of the Ofcom Broadcasting Code that broadcasters must avoid unfair treatment of individuals in programmes.

Ofcom considers that “exceptional circumstances” exist in this case for Ofcom to consider the fairness implications raised by the programme in the absence of a complaint from “the person affected”¹, in order to fulfil its general duty (under section 3(2)(f) of the Communications Act 2003) to secure the application of standards that

¹ In relation to a fairness complaint, the “person affected” means a person who was a participant in the programme in question (i.e. who was heard or seen in the programme) and who was the subject of the alleged unfair treatment, or a person who (whether or not a participant in the programme) has a direct interest in the subject-matter of that treatment.

provide adequate protection to members of the public from unfair treatment in programmes.² Ofcom considers such exceptional circumstances to exist in light of the fact that allegations were made in the programme that senior parliamentarians and MPs (Sir Malcolm Rifkind and Mr Jack Straw) had used their positions and contacts for personal gain.

In reaching this decision, Ofcom has taken into account the fact that Channel 4 has written to Ofcom asking us to investigate this programme following the publication of a recent report of the Parliamentary Commissioner for Standards,³ in which comments were made to the effect that the programme had not accurately reported what was said by those two individuals and that footage was selectively edited in a way which was liable to be misleading.

For more information about how Ofcom considers and adjudicates upon Fairness and Privacy complaints, go to:

<http://stakeholders.ofcom.org.uk/broadcasting/guidance/complaints-sanctions/fairness/>.

² See paragraph 1.5 of Ofcom's Procedures for the consideration and adjudication of Fairness & Privacy complaints, <http://stakeholders.ofcom.org.uk/broadcasting/guidance/complaints-sanctions/fairness/>

³ House of Commons Committee of Standards, First Report of Session 2015-6 – Sir Malcom Rifkind and Mr Jack Straw, <http://www.publications.parliament.uk/pa/cm201516/cmselect/cmstandards/472/47202.htm>