

**Question 1: Which of the three options do consultees favour, and why?:**

Option 2

**Question 2: Do consultees have any further suggestions for future access service provision? If so please provide the rationale for these suggestions:**

I think audio description is a fantastic service. I have re-watched programmes with audio description that I originally watched without, for example, with the programme 'Friends' and it is even funnier. It is much easier to follow dramas with audio description - who has walked into the room, facial expressions etc. I get more out of the programme. It is a much more enjoyable experience. I can talk to friends about it and know exactly what's happened.

The Virgin and Sky menus are not accessible for on demand services. If I have missed something and want to watch it on demand, I have to wait for someone to go through the menu with me to find the programme. They can then leave and I can later press 'ok' when I'm ready to watch. Also, the on demand programmes don't always have ad on them - even though they did when they were originally broadcast.

Also, the audio describers on some programmes, for example, EastEnders, tend to tell you at the beginning who the actors are, eg., Barbra Windsor playing Peggy Mitchell but on Coronation Street they never tell you who the actors are. They audio describe the opening programme titles but don't tell you who's is playing who.

It would also be really nice if someone audio described the advertisements. Ads like, for example, M&S fashion and some perfume and car ads, you have no idea what they are advertising.