

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Additional comments:

I welcome this review by Ofcom. My mother was profoundly deaf and so we often had the sound off the television and watched the subtitles which for live programmes were often nonsensical. although my mother passed away 10 years ago, I have spent some time in the bank recently where they have the news broadcast at lunchtime with subtitles and I was shocked to discover that the subtitles are still as bad all this time later. Deafness is a hidden disability and I think it has made it seem like a trivial manner but communication and understanding what is going on around you is an essential part of the quality of life.

Question 1: Do consultees agree with the proposal to require broadcasters to measure and report every six months on the average speed of live subtitling in a variety of programmes, based on a sample of segments selected by Ofcom? :

Yes, I think it is important that this is continually monitored so standards do not start to fall again once the spotlight of this consultation has passed.

Question 2: Do consultees consider that broadcasters should be asked to report separately on different types of live programming? If so, do they agree with the suggestions in paragraph 6.19, or would they suggest different categorisations, and if so, why?:

Yes I think they should be able to report on separate categories, but it should form part of one overall report. 100% accuracy in one area should not take precedence over 60% elsewhere, the provision is what it is.

Question 3: Do consultees consider that the guidance on subtitling speeds should be reviewed? Do consultees agree that, for the time being, it would not be appropriate to set a maximum target for the speed of live subtitling? If not, please explain why.:

I disagree that this is not appropriate. Live subtitling is as relevant as non-live subtitling and should be treated in the same way. I work in recruitment and have met audio typists with 100% accuracy and 100 words per minute and I don't understand why the BBC can't employ some of these people.

Question 4: Do consultees agree that it would not be appropriate at this stage to set a maximum target for latency? If not, please explain why.:

Why would it not be appropriate? This consultation period and review is exactly the time to implement this sort of thing and if not then these things often fall by the wayside.

Question 5: Do consultees agree with the proposal to require broadcasters to measure and report every six months on error rates, on the basis of excerpts selected by Ofcom from a range of programmes?:

Absolutely.

Question 6: Do consultees have any views on the advantages and disadvantages of scrolling versus block subtitles for live-subtitled programmes? Taking account of both the advantages and disadvantages, which approach would consultees prefer, and why?:

I prefer scrolling subtitles. Block subtitles can move from the screen too quickly and take up a large part of the screen often obscuring the picture thus losing dramatic content, or obscuring people's names.

Question 7: What are the factors that might facilitate or hinder the insertion of a delay in live transmissions sufficient to improve the quality of subtitling? Ofcom would particularly welcome the views of broadcasters on this question.:

N/a