

Your response

Question

Our response is in relation to the project details around Harmful Consent and Conduct for online communications.

We have been campaigning through 38 Degrees around the provision of information cards after programmes that detail sexual violence/domestic violence and, in particular, the fact that this information does not follow programmes available via online services such as BBC iPlayer, ITV Hub, All4 and My5.

<https://you.38degrees.org.uk/petitions/provide-support-information-after-tv-programmes-available-online>

This is not a campaign to say that such content should not exist. It is important that such abuses remain in the public awareness; many people have been able to access support through media coverage of historical child sexual abuse for example. We are campaigning to ensure that this is done with maximum thought to victims and survivors and those who may not realise they are experiencing such abuses - the only way to ensure this is through responsible provision of support information. It should also be noted that identifying abuses in this way helps the wider public to become more aware and so could

also be seen as fulfilling an educational need.

We are particularly concerned about the provision of information cards online, because programmes broadcast over the standard channels which include support information cards, do not then have this information following the same programmes online, even after a delay of 10 minutes. I watched the recent rape scenes of Chloe in Holby City through my iPad, with a 10 minute delay, and no support information was available following the programme.

The BBC have, when asked about this, directed us to the support and button. However, we know that when somebody is triggered it often makes it more difficult to then find these buttons/information.

On occasion there is also a lack of information cards provided after programmes in real-time and so we are concerned around how decisions are made about when information cards are provided. Examples would be a lack of information cards in real-time following the Stacey Dooley 'Sex in Strange Places – Sex for Rent' documentary. The final storyline between Dylan and Ciara in Holby City which involved domestic and (to a lesser extent) sexual violence, was hugely triggering and did not have

any supporting information following the broadcast.

Our campaign is focussing on the provision of information cards, in particular

- **production of good guidance about when they should be used**
- **when they appear (eg warnings and support information beforehand, as well as after the programme)**
- **how long the information is there for (to enable people to make a note)**
- **ensuring that similar provision is supplied online.**

The main points in our support information guidelines are to:

- 1) Always use information cards – through all broadcasts and platforms, including live TV and radio, on-demand, and internet-based programmes**
- 2) Provide support with all types of violence – including grooming and coercive control**
- 3) Repeat information – provide a warning with support information prior to and at the end of the programme, naming the main type of abuse featured – eg rape, domestic violence, as this helps survivors judge what they can/cannot watch at that time. Generalised warnings do not provide enough information.**

4) Provide comprehensive information – including generic and specialist information, in a range of formats. NB information should be provided referenced by subject and not just by the programme it appeared in –to make it as accessible as possible. The ITV Advice pages are confusing around this:

<https://www.itv.com/advice>

5) Provide training and internal guidelines – to ensure that opportunities to provide support information are not missed.

6) Update internal guidelines regularly. This is essential to ensure that information cards are provided when needed and in line with updates in law/thinking regarding different abuses – eg coercive control and upskirting. It will also help to ensure that support information remains up to date.

7) Seek feedback – involve survivors and survivor-led/specialist organisations in evaluating the appropriateness and impact of the information provided.

I have attached the ‘Out of the Shadows’ research and guidance to this email and would be eager to discuss this further, including how broadcasters can be supported in

	<p>their information provision. We have noted that the timescale for this particular piece of work is 'ongoing.' However we feel that, as information provision is central to audience safety, a consideration and implementation date should be agreed for this issue.</p>
<p>Do you have any comments on our proposals?</p>	<p>Confidential? N</p>