

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

I like option 2 best. I enjoy choice as much as anyone else, and like to vary my viewing. The higher the requirement, the more I have to choose from. Also, I think the higher the requirement, the more program makers will opt to include AD, as standard, and this would make an enormous difference to levels of choice for me, and others like me, i.e. visually impaired people.

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

Audio description is a brilliant and valuable resource, allowing those of us who cannot see the TV to be included in the enjoyment of choosing our viewing matter, without having to consider whether we'll be able to follow the action, without sight. Finding a program (particularly a drama) audio described is like a breath of fresh air. I know I can settle down to enjoy it without running the risk of missing the crucial, non-verbal action sequence which explains the whole intricate plot - just for instance! For the future I have two suggestions: the first is that more information and customer support be made available, to assist in take-up of audio description. It's quite hard to figure it out, and I haven't managed it without sighted assistance. I'm sure many more people, particularly older people, would make use of AD, if only they knew how to access it. My second suggestion is that ways be explored to allow AD to be streamed on a different channel from the rest of the sound, making it possible for one person to be using AD, without the rest of the room being bothered by it. I love using AD, but don't like the fact that everyone has to put up with it. Inflicting my access tools on others, especially people I don't know very well, embarrasses and makes me uncomfortable. If I could slip on a headset, or single earpiece, through which I could hear the AD, without everyone else having to listen in as well, I'd use and enjoy AD more.

Comments: