

Your response

Question	Your response
<p>Question 1: Do you have any comments on our proposed approach to making these changes?</p>	<p>I'm in full agreement of all these proposed changes and hope broadcasters will make these changes as soon as possible.</p>
<p>Question 2: Do you have any comments on our proposed additions to the TV Access Services Code?</p>	<p>I'm particularly looking forward to the proposed plans to include accessibility guidelines for VoD services.</p> <p>I personally would love to see ALL TV shows and films have audio description and ALL streaming services have screen reader/voice guide access on its menus.</p>
<p>Question 3: Do you have any comments on any of the following proposed changes/additions? Please provide any additional evidence you think we should take into account.</p> <ul style="list-style-type: none"> • Understanding audiences • Developing strategies • Programme selection and scheduling • National emergencies and important on-screen information • Promoting awareness • Accessibility and diversity in production • Training • Monitoring of quality 	<ul style="list-style-type: none"> • If not doing already, do market research/surveys on disabled audiences and find out what access needs they'd like to see. • National emergencies should automatically have subtitles and BSL so deaf people are aware immediately. BSL interpreters can either be filmed in an external space or stood directly next to the spokesperson (eg Prime Minister, Police Chief etc) • Make accessibility features more visible to make disabled people aware they are available (eg when introducing a show, announce verbally and with text caption that AD, BSL & subtitles are available.

	<p>And on streaming services, have a simple accessibility setting button on each show or film. Also, maybe create promotions/adverts, raising awareness of accessibility on TV in general.</p>
<p>Question 4: Do you have any views on how developments in technology may inform the production of access services in the coming years?</p>	<p>I'm not a tech expert but it baffles me that not all streaming service apps, particularly on a Smart TV, have very little or no accessibility features for people with sight loss and yet other apps have almost full accessibility with audio description and screen reader/voice guide.</p> <p>The apps on my Smart TV I struggle to access are – BBC iPlayer, Channel 4, My5 & Now.</p> <p>Surely if apps like ITVX, Netflix & Prime Video can be accessible, then can't all broadcasters/streaming services use the same software to enable accessibility features to work?</p> <p>Also, I find it ironic that Channel 4 is considered the most inclusive broadcaster when it comes to representing disability but I have NO access to its app on my TV.</p>
<p>Question 5: What do you think about the proposed list of external sources/ guidelines in Annex 3? Are there any additional sources which Ofcom should refer to?</p>	<p>Struggling to access your documents so not sure which part you mean by Annex 3!</p>

<p>Question 6: Do you have any comments on the following suggested changes relating to subtitling? Please provide any additional evidence that you think we should take into account.</p> <ul style="list-style-type: none"> • Subtitling speeds • Live programming • Subtitling presentation • Sound and music descriptions • Language of subtitling 	<p>N/A</p>
<p>Question 7: Do you have any comments about the other proposed changes to the subtitling guidelines, as summarised in Table 1 (Annex 1)?</p>	<p>N/A</p>
<p>Question 8: Is there anything additional that you think should be added to the revised guidelines on subtitling?</p>	<p>N/A</p>
<p>Question 9: Do you have any comments on the following suggested changes relating to audio description? Please provide any additional evidence that you think we should take into account.</p> <ul style="list-style-type: none"> • Approaches to/ styles of audio description • Describing visual features • Describing information about diversity characteristics • Additional audio accessibility features 	<p>I personally feel the quality of audio description does need improving in some areas.</p> <p>For instance, I would prefer British voices all the British programmes and American voices of American programmes.</p> <p>They're also occasions where the volume of AD is either too loud or too quiet, causing problems hearing the dialogue in the programme. A vivid example of this is <i>The Hunger Games</i> series, which I've tried accessing both on Apple TV and Amazon Prime with the same problem.</p> <p>I prefer as much description as possible including diverse info such as race, gender, religion etc</p> <p>Also if there are subtitles translating foreign languages or a scene where people are whispering, AD should read those aloud.</p>

<p>Question 10: Do you have any comments about the other proposed changes to the audio description guidelines, as summarised in Table 2 (Annex 1)?</p>	<p>I agree with these proposed changes, particularly on live TV when presenters and newsreaders should read out text and describe visual elements happening.</p> <p>One specific show that I feel should provide live description more is <i>The Last Leg</i> on Channel 4. It is a very inclusive show with disabled people regularly featured but I find there are times a visual event takes place in the studio or they show an image or video and don't always read out or describe it.</p>
<p>Question 11: Is there anything additional that you think should be added to the revised guidelines on audio description?</p>	<p>Another thing I'd like to see is better descriptions during live sporting events. I know the BBC have synced radio commentary with TV pictures during some major football tournaments. But I think all commentators on all sports broadcasters should commentate as though they are on the radio. That way people with some vision loss, like myself, can still watch sport but have additional descriptions in areas they may not see clearly or struggle to follow. Plus, not all sports events are available on the radio.</p> <p>Finally, for pre-recorded shows and films, old and new, should ALL have audio description. People with sight loss should not be limited to certain shows and films. Also, I've experienced issues where only the newest series of the books. It has audio description and not the previous series, which is not fair as we should be able to access the full box set of a TV series. Plus, there has been times where I have watched a TV programme or film with audio description, but then on another streaming service or channel the audio description is not available. Audio</p>

	<p>description for a particular show or film should be available on any channel and any streaming service.</p> <p>In addition, sometimes when a new series starts on TV, I watch the first episode on TV and then at the end, the channel announcer says the rest of the series is available to binge watch online. However, when I go on the streaming service, the rest of the series isn't available with audio description. Therefore I have to either wait 6 to 10 weeks for the series to finish or watch them weekly on the television. I feel this is unfair as sighted people can access the series whenever they wish but people with sight loss cannot. This has occurred several times particularly with the BBC. Two programmes where I experienced this recently were Waterloo Road and Not Going Out.</p> <p>I've been campaigning for 4 years for audio description and accessibility features to be available on all TV shows, films and streaming services. Please see a list of links to my petition and blog posts in the email. If I can get involved more in helping achieve this, please do get in touch with me.</p>
<p>Question 12: Do you have any comments on the following suggested changes relating to signing?</p> <ul style="list-style-type: none"> • Meeting the signing requirements • Selection/ scheduling of signed programmes • Use and preferences for different types of signed programmes among d/Deaf children • Ensuring the quality of sign-interpretation • Size of sign interpreter image 	<p>N/A</p>

Question 13: Do you have any comments about the other proposed changes to the signing guidelines, as summarised in Table 3 (Annex 1)?	N/A
Question 14: Is there anything additional that you think should be added to the revised guidelines on signing?	N/A

Please complete this form in full and return to accessibility@ofcom.org.uk.