

**Complaints and
Appeals Board Findings
Appeals to the Trust
considered by the
Complaints and
Appeals Board**

June 2016, issued July 2016

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Remit of the Complaints and Appeals Board

The Complaints and Appeals Board (CAB) is responsible for hearing appeals on complaints made under all complaints procedures, as set out in the BBC Complaints Framework, other than editorial complaints and complaints about the Digital Switchover Help Scheme. Its responsibilities are set out in its Terms of Reference at:

http://downloads.bbc.co.uk/bbctrust/assets/files/pdf/about/how_we_operate/committees/2015/cab_tor.pdf

All Trustees are members of the Board; Bill Matthews is Chairman. Sonita Alleyne is Deputy Chairman. The duties of the CAB are conducted by Panels of the Board consisting of at least two Trustees, including the Chairman of the CAB and other Trustees as required. The Board is advised and supported by the Trust Unit.

The Board considers appeals against the decisions and actions of the BBC Executive in relation to general complaints, fair trading, TV licensing and other matters including commissioning and procurement but not including editorial complaints as defined by the BBC Complaints Framework and Procedures. The Board will also consider complaints about the BBC Trust.

The Board will consider appeals concerning complaints which fall within the BBC's complaints process as set out in the BBC Complaints Framework and which:

- raise a matter of substance – in particular, that there is sufficient evidence to suggest that the complaint has a reasonable prospect of success and there is a case for the BBC Executive to answer
- have already been considered by the BBC Executive under Stages 1 and 2 of the BBC's general complaints procedures and which are now being referred to the Trust on appeal as the final arbiter on complaints (unless it is a complaint about the BBC Trust)

The Board will aim to reach a final decision on an appeal within the timescale specified in the relevant Procedures. An extended timescale will apply during holiday periods when the Board does not sit. The complainant and BBC management will be informed of the outcome after the minutes of the relevant meeting have been agreed.

The findings for all appeals considered by the Board are reported in this bulletin, Complaints and Appeals Board: Appeals to the Trust.

As set out in the Complaints Framework and Procedures, the Board can decline to consider an appeal which in its opinion:

- is vexatious or trivial;
- does not raise a matter of substance;
- is a complaint where the complainant has recourse to the law;
- is a complaint where the complainant has recourse to other external authorities, for example the Information Commissioner or the Office of Fair Trading; and
- is a Human Resources complaint as defined by the Complaints Framework and Procedures.

The Board also reserves the right to decline to hear an appeal whilst it relates to matters which are the subject of or likely to be the subject of, or relevant to, legal proceedings. The Board will not generally reconsider any aspects of complaints that have already been adjudicated upon or considered by a Court.

Any appeals that the Board has declined to consider under the above criteria are reported in the bulletin.

The bulletin also includes any remedial action/s directed by the Board.

It is published at bbc.co.uk/bbctrust or is available from:

The Secretary, Complaints and Appeals Board
BBC Trust Unit
180 Great Portland Street
London W1W 5QZ

Summary of finding

Colour vision accessibility: BBC General Election graphics

Summary of finding

The complainant contacted the BBC to complain that the BBC's broadcast and online output lacked accessibility for people with colour vision deficiencies.

The Committee confirmed that it would consider the complaints made about the BBC's General Election 2015 graphics but would not consider new points made by the complainant subsequently. This was in accordance with the complaints procedure.

The Committee concluded that:

- people with colour vision deficiencies comprised a significant minority audience and the BBC should take reasonable steps to ensure it fulfils the commitments it makes to its audiences on accessibility.
- the BBC's commitment to accessibility was particularly important during a General Election campaign when the BBC played a significant role in providing information and analysis to viewers.
- the colour combinations on the online maps of turnout and party strength did not meet the standards set out in the BBC's Online guidance.
- the 2015 Labour Battleground TV television graphics sequence (also published online) did not meet the standards set out in the editorial guidance for visually impaired audiences in its use of orange v yellow and green v orange combinations. The white text on a yellow background had been amended in time for live coverage on election night.
- the sequence did not breach the standards in its use of orange and the 'bar-chart' format.
- as there was not sufficient time to re-film all the graphics sequences before election night, the sequence was published online using text which did not achieve a good contrast between foreground and background colours. However, it was not inevitable that the information in the graphic could not be conveyed satisfactorily. Trustees were pleased to hear that in future party logos will be included in the bar-chart graphic.
- the graphic in a video relating to the political map of the region covered by BBC South which showed coloured columns demonstrating each party's share of the vote in 2010 met the BBC's editorial guidance for visually impaired audiences.
- the BBC's "lower thirds" results ticker did not meet the BBC's editorial guidance for visually impaired audiences in using colours which achieved a good contrast between foreground and background.
- some lettering in the exit poll graphic in a YouTube video supplied by the complainant which showed election night coverage on BBC World News did not

meet the BBC's editorial guidance for visually impaired audiences in using colours which achieved a good contrast between foreground and background. Viewers with colour vision deficiencies would have been able to understand the graphic by listening to the excellent, detailed description given by the presenter. However, despite the presenter's voiceover, it was not inevitable that the information could not be conveyed satisfactorily by the graphic in the time available. The Committee upheld this point of complaint but was pleased to hear that the white letters concerned will be changed to black for the next election.

- a graphics sequence set in the House of Commons Chamber on the same YouTube video did not achieve a good contrast between foreground and background although it was very well described by the presenter.
- whilst it was not appropriate to apply the current online guidance to television, it was evident that there was a significant disparity between the two sets of guidance. The Committee asked the BBC to review the totality of its guidance for people with colour vision deficiencies, across broadcast and online.
- once alerted to the problems regarding accessibility for people with colour vision deficiencies, the BBC had worked hard to identify solutions in the limited time available before the election. The Committee welcomed the adjustments which had been made for future coverage. However, they decided that the BBC had failed to meet best-practice standards and in doing so it had not considered the needs of a significant minority of its audience at an important time.

The complaint was partially upheld

Appeal Finding

Colour vision accessibility: BBC General Election graphics

Background

The BBC's 2015 General Election graphics were used online and on television; they were made available in multiple versions, for example, for the Nations and Regions. A number of virtual reality studio graphics sequences were filmed. These were presented by Jeremy Vine and were broadcast on national and regional TV services, and were embedded in online content.

Complaint

The complainant is the founder of Colour Blind Awareness, a community interest group which raises awareness of the needs of the colour blind in the community. She wrote to the BBC Director-General on 30 April 2015 to make him aware that, in her view, the BBC's General Election graphics lacked accessibility for people with Colour Vision Deficiency.

She said that she had been in discussion with BBC News Online about a number of webpages but the main thrust of her complaint related to the General Election, polling day being a week away.

The BBC's Head of Visual Journalism responded to the points relating to the Election graphics.

In the complainant's subsequent letters she said that she had not received a response to many of the issues she had raised which did not relate to the General Election, and when she appealed to the Trust she provided five new (non-Election-related) examples to illustrate her case. She said that the BBC had failed to address the needs of colour blind viewers and this was a widespread issue which the Trust needed to address in a corporate sense rather than in relation to a single event.

The Trust Unit advised her that unless there were exceptional circumstances, the Trust would not consider new points at this stage. Trustees were therefore asked to consider the complainant's points relating to the BBC's Election graphics.

Appeal to the Trust

The complainant said that the BBC's broadcast and online Election graphics lacked accessibility for people with colour vision deficiencies. The complainant raised the following points to support her appeal:

Point (A) Online maps of turnout and party strength (webpage)

The complainant said this page failed the BBC online standards for colour contrast.

Point (B) Labour Battleground (television)

The complainant said that in a television studio graphics sequence

- the orange, yellow and green combinations were undistinguishable for those with Deuteranopia

- white text on a yellow background was unreadable
- the BBC had used at least nine different shades of orange
- the outer edges of the graphic were darker than those in the middle, which added to the confusion
- there was a missed opportunity for labelling with party names
- Jeremy Vine's script did not sufficiently explain which parties he was talking about.

Point (C) BBC South political map of the region (television)

In a television studio graphics sequence the complainant said that there were four different shades of orange used and these were not consistent with the nine shades used in the previous video; this inconsistency was confusing.

Point (D) "Lower thirds" (television)

The complainant said it was difficult to read white text on yellow, orange and green backgrounds in these graphics.

Point (E) Exit Poll graphic (television)

The complainant said the graphic used in this video was "broadly accessible", though the white letters SNP and GRN were not.

Point (F) House of Commons chamber graphic (television)

The complainant noted the difficulty in reading white text on yellow in this sequence, though she commended presenter Jeremy Vine's scripting.

Point (G) Inadequate guidance for television

The complainant stated that the guidelines for television output are "woefully inadequate... on the use of colour (when compared to the colour contrast element of the Future Media Guidelines)".

Applicable Editorial Guidelines

There are no editorial guidelines applicable to this case.

The following guidance is applicable to this case:

- Editorial guidance: Visually Impaired Audiences
- BBC Future Media: Accessibility Standards & Guidelines

The BBC's Diversity Strategy (since updated) which was in place during the 2015 Election period contains as one of its five objectives:

- "...build in accessibility from the start when developing new products and services, and ensuring sustainable and ongoing accessibility."

The Committee's decision

In reaching its decision the Committee took full account of all the available evidence, including (but not limited to) the Editorial Adviser's report, comments by the complainant and by BBC Digital's Head of Accessibility, User Experience and Design.

Trustees confirmed that they would consider the complaints made about the BBC Election graphics but would not consider new points made since then. This was in accordance with the complaints procedure.

The Committee noted that in preparing its graphics for the General Election 2015 the BBC ran the party colours which would be used on TV and online through Vischeck, a type of computer software which shows how colours would look to someone who is colour blind.

It also used the Snook Colour Checker, another piece of software which checks whether a combination of foreground and background colours would have enough contrast when viewed by someone with a colour vision deficiency, or when viewed on a black and white screen.

Both of these checks are required under BBC guidance for online designers but not for television graphic designers, who work to different guidance.

The BBC also ran a training session on accessibility for its online designers. This covered the need to make sure that online information conveyed with colour was also available in other ways.

After checking the colour contrast combinations, the BBC made a number of changes to the online design of the graphics, for instance, changing the colour of its text from white to black against yellow on blocks for the SNP. It also wrote the party names on a grey band, rather than on the colour blocks themselves.

The Committee noted that when the complainant contacted the BBC she said that problems arose for colour blind people in distinguishing between:

- Conservative and UKIP (blue and purple)
- Labour and Lib Dem (red and orange)
- Lib Dem with SNP (orange and yellow)
- Northern Ireland parties (maroon with dark green)
- Labour with Plaid Cymru (red with green) – for some people
- Lib Dem with Plaid Cymru (orange with green)

Trustees noted that the BBC's Head of Visual Journalism said that she was first made aware of some of the complainant's concerns on 8 April 2015. They noted her view that the BBC was using the official party colours and was constrained in that regard and that the design team said they took the complainant's comments very seriously.

Trustees noted that the team made additional changes before Election Night: specifically, slightly darkening the SNP colour to make the text on it more legible. This had a knock-on effect on the colour of the Alliance Party of Northern Ireland & of the Mebyon Kernow party, which was also slightly darkened to create a contrast. Black text also replaced white text on the SNP colour in Jeremy Vine's Battleground graphics on election night.

Colour blindness

The Committee noted that colour blindness is usually inherited. There are three types of cone cells in the retinas of our eyes. Each type detects red, green or blue light. With Colour Vision Deficiency (CVD), faulty gene-sequencing affects one type of cone and the brain cannot distinguish between colours normally.

Red-green colour deficiencies are the most common types of CVD, affecting 1 in 12 men

and 1 in 200 women¹.

25% of colour blind people have a severe form of the deficiency².

Deuteranopia is a severe form of red-green deficiency in which people cannot perceive any green light. Deuteranomaly is a less severe form.

Protanopia is another severe form of red-green deficiency in which people cannot perceive red light. Protanomaly is a less severe form.

People with red-green deficiencies have problems with reds, greens, browns and oranges because they see these colours as shades of “muddy” green. They also commonly confuse different types of blue and purple hues.

Blue-yellow blindness is extremely rare, occurring in less than 1 in 10,000 people worldwide. It affects males and females equally. People with Tritanopia cannot perceive any blue light. Tritanomaly is a less severe form in which people cannot distinguish between blue and green, and yellow may appear as a pale shade of grey or purple.

The Committee noted that, based on figures for the UK Electorate in 2015, and NHS statistics on the prevalence of CVD, 1,856,816 potential male voters, and 120,693 potential female voters had CVD; this was a total of 1.98m potential voters. Of these, 500,000 would be likely to have had a severe form of the deficiency. Trustees concluded that this was a significant minority audience. They decided the BBC should take reasonable steps to ensure it fulfils the commitments it makes to its audiences on accessibility.

The Committee noted there were no Editorial Guidelines relating to the case but that Editorial and Online Guidance does oblige the Executive to consider those with visual impairments when preparing graphics and text and to make checks to ensure they achieve clarity so far as possible.

The Committee noted that for broadcast output there is editorial guidance for visually impaired audiences which states that:

“the BBC is committed to being inclusive and accessible to disabled people. For our audiences, accessibility can be central to receiving a quality service and therefore it is essential that all our services take this into account.”

The Committee felt this was particularly the case during a General Election campaign when the BBC played a significant role in providing information and analysis to viewers.

Trustees noted that the guidance accepts that in many cases (including graphs and explanatory charts) it is inevitable that much of the information cannot be spoken, and that in these circumstances every effort will be made to communicate the central message aurally.

It also offers the following guidance for those people with a visual impairment for whom graphics “would be intelligible if composed carefully”.

¹ <http://www.nhs.uk/conditions/colour-vision-deficiency/Pages/Introduction.aspx>

² <http://www.scope.org.uk/Support/Professional/learning-together/Impairment-and-conditions/CVD-overview>

"We should:

- use colours which achieve a good contrast between foreground and background. The best foreground colours are green, yellow or white
- We should avoid pure blues, reds and mauves
- use large clear fonts, ideally without serifs and ensure that the text is clearly legible over all backgrounds including during camera panning shots. Use of drop shadow can help increase the legibility of text.
- avoid graphic sequences which are out of step with simultaneous verbal information

A useful test of clarity is to spot-check in monochrome."

The Committee noted that the BBC publishes more detailed Accessibility Guidelines for its online content. The guidelines relevant to this complaint include the following:

"2.1. Information being conveyed with colour **MUST** be available without colour also, i.e. from context or mark-up."

"3.1. All colour combinations **MUST** pass the **WCAG 2.0** AA-compliant colour contrast check in accordance with the **Snook colour contrast checker**."

"4.1. You **MUST NOT** use any colour combinations which will be indistinguishable by people with a form of colour-blindness (see **Vischeck/Colour Vision Simulator Examples** for details)."

"4.4. You **SHOULD** do a final check that the editorial content of the page is visible, using Vischeck's colour-blindness tool: Vischeck/Try Vischeck on a Webpage".

Point (A) Online maps of turnout and party strength

This point of complaint referred to a webpage showing maps of turnout and party strength³. The complainant said that the page failed the WCAG 2.0 AA standard because the colour contrast for orange failed against yellow (1.46:1), red (1.84:1) and green (1.34:1). She also said that these issues were not resolved either by labelling or by following the links to further information.

Trustees noted the view of the BBC's Head of Visual Journalism who said that the main map had a "hover over" facility which gave the user an alternative way of accessing the information about the share of the vote each party received in each seat, but they noted that the BBC has accepted that the colour combinations on this page did not meet the standards set out in its online accessibility guidance:

"3.1. All colour combinations **MUST** pass the **WCAG 2.0** AA-compliant colour contrast check in accordance with the **Snook colour contrast checker**. This means you need a 'YES' result against:

'WCAG 2 AA Compliant' for normal text smaller than 18 pt; and/or

'WCAG 2 AA Compliant (18pt+)' for normal text larger than 18 pt or bold text that is 14 pt or larger.

N.B. The 'YES' result overrides any other issues that may be indicated such as Brightness or Colour Difference."

³ <http://www.bbc.co.uk/news/election-2015-32624405>

The Committee decided the colour combinations did not meet the standards set out in the BBC's Online guidance.

Point (A) Finding: Upheld

Point (B) Labour Battleground

This point of complaint related to a television graphics sequence (which therefore fell under the broadcast guidance) but was also published online⁴. The video was about "battleground" constituencies for different parties. It showed a list of constituencies targeted by Labour. These were set out in a form similar to a bar-chart with the names of the constituencies on each bar shown in white text against the colour relevant to each party.

Trustees noted that this sequence was voiced over by Jeremy Vine as follows:

"Basically the first 32 seats on Labour's attack list are very very vulnerable and you would think they would probably go. But Labour need to go beyond that. Here we are, seats 33 onwards. These get harder now, bigger swings required, places like Erewash and Chester. We get to Cannock now that was Labour for a long time, you'd think that could be quite an easy picking on election night but then the Conservative Aidan Burley won it in 2010 with a swing of 14% so who knows. By the time we reach Pendle, Labour need a 4% swing to take the seat.

Let me show you it on a map. Here's Pendle in blue, right next to the orange of Burnley just here and Keighley beside them as well, 4% swing on General Election night in the UK is quite something..."

The complainant explained that:

- the orange versus yellow and green versus orange combinations were undistinguishable for those with Deuteranopia
- white text on a yellow background was unreadable
- the BBC had used at least nine different shades of orange
- bars on the outer edges of the table were darker than those in the middle, which added to the confusion
- there were hexagons at the end of each bar and the BBC had missed an opportunity to place party labels in the hexagons which could have been all white with black text showing L for Labour, C for Conservative etc.
- in the accompanying script, the only reference Jeremy Vine made to the difficult yellow and orange colours was to Burnley being "orange".

Trustees considered whether this sequence met the standards set out in the broadcast guidance.

In reaching their decision Trustees noted the BBC's statement that only one shade of orange was used, and that with virtual reality graphics, colours are not rendered flat – which was also why the bars appeared to be slightly different at the outer edges of the table than those in the middle. Trustees did not therefore uphold the complaint on these points.

Trustees noted that the SNP yellow was deepened in time for live coverage on Election

⁴ www.bbc.co.uk/news/election-2015-32581751

Night, and that the white text was also changed to black, but they agreed with the complainant that the orange v yellow and green v orange combinations were potentially indistinguishable for those with Deuteranopia.

Trustees accepted that there was not sufficient time to re-film all of the graphics sequences before Election Night but they noted that the battleground film was therefore published online using text which did not achieve a good contrast between foreground and background colours.

Trustees did not consider it inevitable that the information in the graphic could not be conveyed satisfactorily. For example, it could have been possible to convey sufficient information about the party identities in the accompanying voiceover by the presenter and more could have been done to label the bars. Trustees were pleased to hear that in future party logos will be put into the hexagons, but they decided to uphold the point of complaint relating to the 2015 Labour Battleground TV graphics sequence.

Point (B) Finding: Upheld

Point (C) BBC South political map of the region

This point of complaint referred to a video in which Jeremy Vine looked at the political map of the region covered by BBC South. This video can be found online here: <https://www.facebook.com/BBCSouthToday/videos/831863543570904>

The complainant drew attention to a specific graphic at 1'00" into this sequence which showed coloured columns rising from the floor to demonstrate each party's share of the vote in 2010. Each column was labelled with a party name in white. A panel was shown behind Jeremy Vine which featured the party logos on colour blocks. The Committee noted that the panel set out the parties in the same order as the columns so it was possible to link the two and identify the relevant parties, without having perfect colour vision.

The Committee noted the complainant's view that the column and panel graphics were for the most part accessible because they were labelled, but that she was concerned that there were four different shades of orange used and that this inconsistency was confusing and undermined the BBC's argument that it could not deviate too far from the parties' chosen palette. Trustees noted the BBC's statement that there was only one shade of every colour used and that virtual light appears slightly different as the perspective on the graphic changes. They decided that this graphic met the BBC's editorial guidance for visually impaired audiences.

Point (C) Finding: Not Upheld

Point (D) "Lower thirds"

The complainant provided a screengrab of the BBC's "lower third" results ticker, which she said showed the difficulty of reading white text on yellow, orange and green backgrounds.

Trustees were pleased to hear that the BBC had decided to make lower thirds more legible in future by changing white text to black for the next elections involving the SNP and Plaid Cymru. However, they decided that the BBC's "lower thirds" did not meet the BBC's editorial guidance for visually impaired audiences in using colours which achieved a good contrast between foreground and background.

Point (D) Finding: Upheld

Point (E) Exit Poll

The complainant provided a link to a YouTube video⁵ which showed BBC Election night coverage on BBC World News. She said the information provided here was “generally accessible” and the specific graphics used on the exit poll were “broadly accessible”, though the white letters SNP and GRN failed AA large text.

The Committee noted that this graphic set out the exit poll’s predicted number of seats for each party. Each party was represented by a coloured column with a party label on its top (CON, SNP etc), and a colour block at its base showing the predicted number of seats. In each case the text used was white.

Trustees noted that the BBC’s broadcast guidance does not set specific standards for AA large text (unlike the BBC’s online guidance). Instead Trustees considered whether the SNP and GRN lettering met the BBC’s editorial guidance for visually impaired audiences in using colours which achieved a good contrast between foreground and background. They decided they did not.

Trustees commended the excellent, detailed description given by the presenter David Dimbleby who voiced over this graphic as follows:

“Just a reminder of the figures. Here we are, this is the BBC’s exit poll, done with others, and remember 2010 was absolutely on the nail in accuracy. The Conservatives 316, Labour on 239, Scottish National Party on 58 out of 59 seats in Scotland, the Liberal Democrats on 10, losing 47 seats from where they were in 2010, Plaid Cymru on 4, one gain we’re predicting for Plaid Cymru in Wales, UKIP on 2, the Greens on 2, one up from what they had last time round, Others are 19 which includes all the Northern Irish seats and I think George Galloway as an independent probably.”

They agreed that viewers with CVD would have been able to understand the graphic by listening to the script; however, they noted that the BBC’s guidance for visually impaired audiences states:

“...in many cases - for instance maps, graphs, explanatory charts and technical illustration - it is inevitable that much of the information in a graphic cannot be conveyed satisfactorily in the limited time available. In these circumstances every effort will be made to communicate its central message aurally.”

Trustees decided that, despite the presenter’s clear voiceover, it was not inevitable that the information could not be conveyed satisfactorily in the time available. They were pleased to hear that the white letters concerned will be changed to black for the next election.

Point (E) Finding: Upheld

Point (F): House of Commons Chamber graphic

The same YouTube recording included a graphics sequence set in the House of Commons Chamber. The complainant described this sequence as “largely good” and she referred to the excellent job done by Jeremy Vine in explaining the information, though she again noted the difficulty in reading white text on yellow, in a floating block showing the number of Lib Dem MPs.

⁵ <https://www.youtube.com/watch?v=rjS02aC4Yv8>

Trustees noted that the white letters concerned will be changed to black for the next election. They agreed with the complainant in commending the excellent job done by Jeremy Vine in describing the graphic but they decided that the graphic did not achieve a good contrast between foreground and background.

Point (F) Finding: Upheld

Point (G) Lack of adequate guidance for television

The complainant stated that in the course of researching how to pursue her complaint she had discovered that there are different standards applied to broadcast and online output.

“In the introduction to the Editorial Guidelines section on visual impairment there is reference to 1 in 200 people being visually impaired but no reference to people with CVD (1 in 12 men). Under ‘Graphics and Text’ there are woefully inadequate guidelines on use of colour (when compared to the colour contrast element of the Future Media Guidelines) but nevertheless ‘we should use colours which achieve good colour contrast’.

It is not clear to anyone (e.g. Programme Editors) relying on the Editorial Guidelines that the Future Media Guidelines for colour contrast are even in existence, never mind how to apply them.”

Trustees recognised that the online environment is much more controlled than that of television. They accepted that the existing online guidance could not simply be applied to broadcast output because of variables such as how a graphics sequence is lit, what camera shots are used, or the rendering of 3D graphics.

Trustees also noted that whilst the guidance for television is less detailed and specific than for online, designers have much less control over what viewers experience, for example, brands such as political party branding is outside the designers control, and individual televisions (which saturate colour more than monitors) display colour differently.

Trustees noted the Head of Accessibility’s view that the development of more demanding guidance for television would be premature if the BBC did not first understand what is achievable given designers’ lack of control over the end product in television. However, Trustees noted that the online and television platforms were converging, and broadcasters were increasingly publishing video (shot for television) online. Whilst they did not consider it appropriate to apply the current online guidance to this sort of material, it was evident to Trustees that there was a significant disparity between the two sets of guidance.

Trustees thanked the complainant for bringing this issue to their attention and asked the BBC to review the totality of its guidance for people with CVD, across broadcast and online.

Point (G) Finding: Upheld

Finally, Trustees noted that the BBC’s Head of Visual Journalism, once alerted to the problem, had worked hard to identify solutions in the limited time available to her before the Election. They welcomed the adjustments she had made for future coverage, which include:

- more testing of the virtual lighting in the virtual reality studio
- using black text instead of white on some party colours to increase legibility

- placing party logos in the “hexagons” on television
- making constituencies flash when Jeremy Vine refers to them on his constituency map.

However, they decided that the BBC had failed to meet best-practice standards and in doing so it had not considered the needs of a significant minority of its audience at an important time.

Overall finding: Part Upheld