BBC Comply for Compliance Managers

Contents

The BBC Comply system

The BBC Comply system pulls data from the WhatsOn commissioning system to provide a schedule view of Channel output, displaying the programme compliance forms submitted by productions (both BBC Public Service, BBC Studios and independent), outlining the content and issues identified within them.

Navigation

When you open BBC Comply, the landing page will automatically open. The navigation bar will be displayed on the left:

Home: Opens the landing page

Programmes: Create new compliance forms, or search for existing forms for a programme

Programme History: See all forms alongside all transmissions for all versions of a given core UID

Forms: View all forms for all versions of a programme in the system for a given UID

Schedules: Shows the schedule for each Channel; compliance forms will be displayed for slots that have a transmission allocated. Other forms which are not directly allocated to a slot with a transmission can also be viewed here.

Help: For helpcards, an overview of compliance, help with compliance questions, and release notes. You can also contact the support team from here.

Expand: Widens the navigation bar so you can see the Headings in the navigation

Schedules

Check the Linear schedule

You can quickly view the upcoming schedule of a channel to check programmes which are due to TX and the current status of their compliance form; whether they are In Progress, Ready for Submission, Submitted or Rejected.

➡ Hover over **Schedules** and select **Schedules**
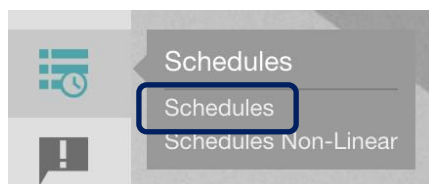
Filter the Linear schedule

The Linear schedule can be filtered by:

- Form type
- Sort
- Channel
- Transmission type
- Form status
- Date

If there is an existing compliance form in the system for the programme, the Form History icon will be visible; click on it to view the history of the form(s) for that programme.

To filter the schedule:

➡ From the **Form Status** drop down list, select the required status of a programme's compliance form; this is optional

➡ From the **Channel** drop down list, select the required channel

➡ Click on the **Date** calendar picker and select the relevant date of schedule you wish to view

Only one day can be viewed at a time, but once you are viewing a date in the schedule you can move to the Previous or Next Date:
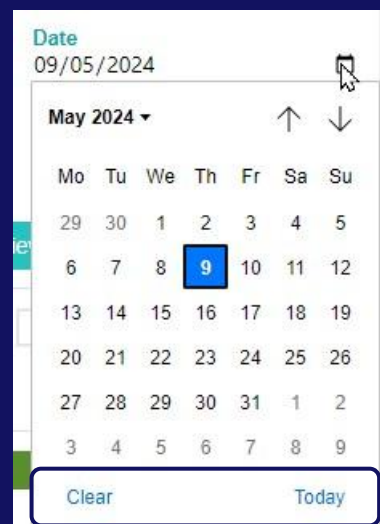
To return to today's schedule quickly, click on the Date calendar picker and select **Today**

To clear the date from the filters, click on the Date calendar picker and select **Clear**

If you wish to check the timings for a programme, hover your mouse over the slot time to view the Planned, Actual and/or Billed time

View Events
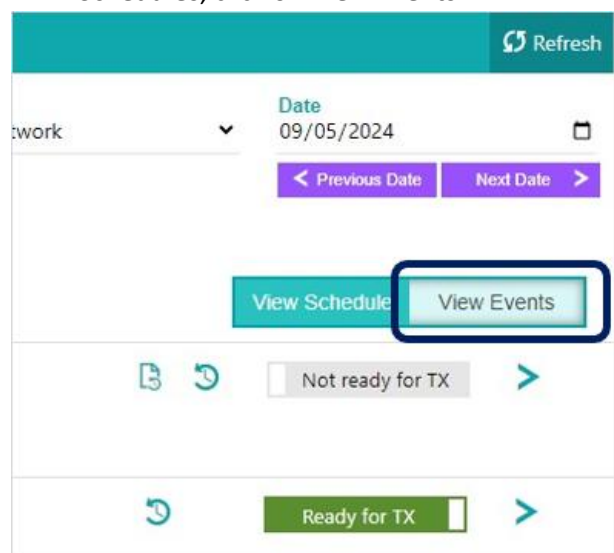
In the schedule, Events can be viewed for the programmes scheduled for the selected day. Events can be searched for by keyword, so only the relevant forms for that day and channel are returned.

➡ In **Schedules**, click on **View Events**
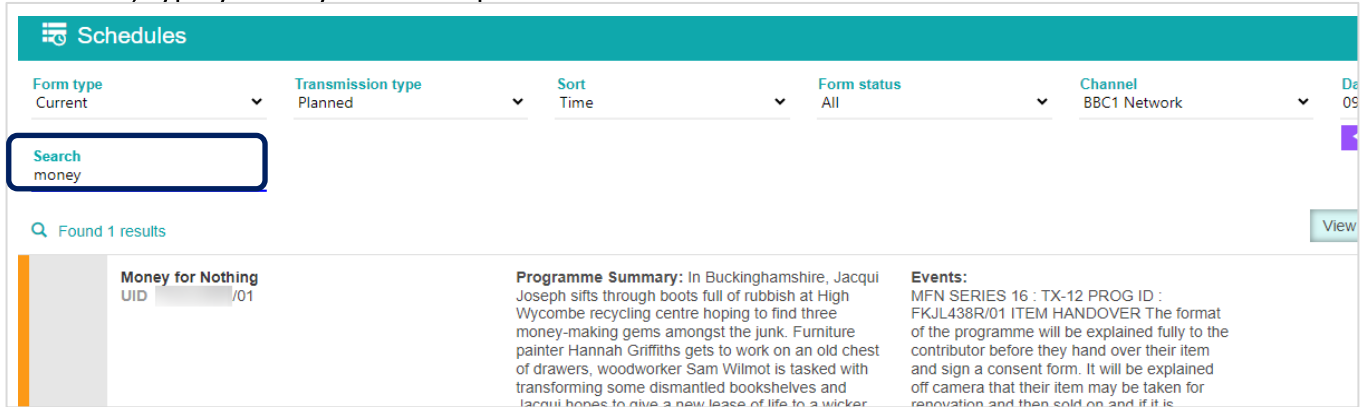
➡ In **Search**, type your key word and press **Enter**

BBC Comply will filter the results, so only the relevant programmes that meet the search criteria will display. You can then click on the programme to open the forms

Check the Non-Linear schedule

The non-linear schedule can also easily be checked for Catalogue, Catch-up and Day One Drops content.

➡ Hover over **Schedules** and select **Schedules Non-Linear**

To view how long the content is available for:

➡ Hover over the Download and/or Streaming availability time

Filter the Non-Linear schedule

The Non-Linear schedule can be filtered by:

- Form type

- Form status

- Channel
- Date

It is also possible to sort the non-linear schedule by Alphabetically or by Time. However, it is displayed in the same way as filters:

Indicators in the Schedule Views

If a transmission has Denton Codes (see below) or red flags, these will be indicated in the Linear and Non-Linear Schedule view:

Denton Codes

Denton Codes are drawn from a standard list of terms and phrases held by Editorial Policy and used across the BBC for both linear and non-linear content. Their aim is to give audiences and users clear and consistent information about material which then enables them to make informed decisions about what they choose to watch and access.

In the schedule view, the specific Denton codes are displayed if they are relevant to that specific:

If you hover over the code, you can see further information:

If 'D' is displayed against a scheduled programme, this indicates a previous transmission of the programme has had Denton codes assigned:

For details on how to add Denton Codes to a transmission, please refer to the <u>Add Denton Codes to a programme</u> section of this helpcard.

Red Flags

The red flag indicator indicates a complaint that has been reported for a particular transmission of a specific programme.

If it is associated with that specific transmission, the details of the red flag will be displayed with the case number when the mouse is hovered over it.

If the red flag is associated with a previous transmission, when the mouse is hovered over it, it will say 'This programme has Red Flag cases linked to other broadcasts or core UIDs':

Hazard Triangles

If a compliance form for a transmission contains at least one 'Strong Language' event, a red hazard triangle will be displayed:

Form edited: 02/10/2024 18:59

Hover the mouse over the red hazard triangle to view the message 'Editorial Issues – Strong Language':

If a compliance form for a transmission contains any compliance events other than 'Strong Language', the hazard triangle will be orange:

Form edited: 26/09/2024 19:02

Green Tick

If there are no issues with a compliance form, a green tick is displayed:

Form edited: 12/08/2024 09:29

View Programme History in the Schedule

You can view the Programme History of all transmissions for all versions of a given core UID.

To quickly open the history of a programme from the schedule:

➡ Click on **History** for the relevant programme on the right of the schedule

A list of all transmissions for each version of the programme will be returned:

➡ Click on **Report** 📄 to open the relevant form

You can also search for the Programme History of a UID using the main navigation:
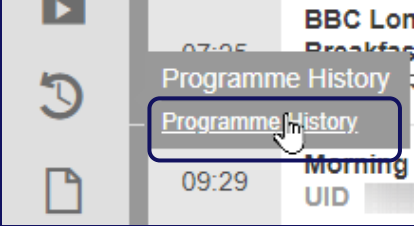
View Form History in the Schedule

You can also view the Form History for all versions of a given core UID in the Schedule.

To quickly open the Form History:

➡ Click on **Form History** for the relevant programme on the right of the schedule

A list of all forms for each version of the programme will be returned:

➡ Click on **Report** 📄 to open the relevant form

You can also search for the Forms of a UID using the main navigation:

If you don't know the UID, you can search for a programme's forms or apply filters:

Confirm programme is ready to TX

To confirm the programme is ready to TX, the content of the compliance forms needs to be reviewed.
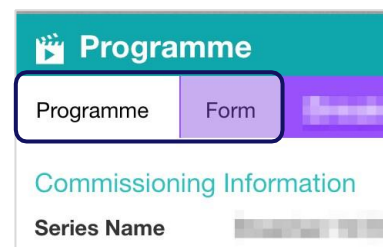
> There is no automation. The Compliance manager must check the forms manually, and then confirm the programme is suitable for TX in the scheduled slot.

Firstly, it is important to check the compliance form has been submitted:

➡ Click on **Schedules**

➡ Apply the required filters

➡ Click on the relevant programme to open it

The Compliance form is split into two tabs:

- **The Programme tab**: Information about the programme from the commissioning and scheduling system, WhatsOn

- **The Form tab**: All information relating to the compliance of the selected programme's at that specific transmission time slot
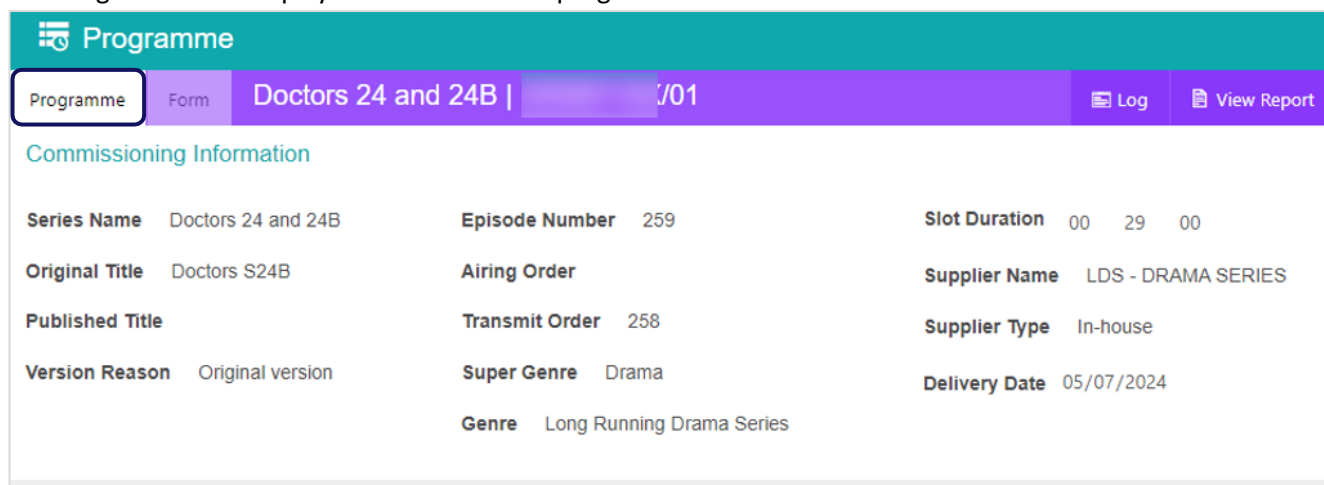
> To view all the content of the form at once, you can click on **View Report**.

The Programme tab opens by default.

The Programme tab

The Programme tab displays the details of the programme:

> The data in 'Commissioning Information' cannot be edited as it is automatically populated from WhatsOn, the BBC's commissioning and scheduling system.

The following data will have been entered manually by the production:

- **Original** or **Current BBC Executive**: The name of the BBC Executive(s) responsible for the programme

- **Alternative Title**: An alternative programme title than the ones already displayed

- **Programme Summary**: A short summary for the programme, not a full synopsis

- **Pre- or Post-Watershed**: When the programme was commissioned for, appropriate to the time slot

- **Programme Includes**: Indicates whether any of the options available were included in the programme, such as a call to action or a website address

The Form tab

The form is split into four sections which are shown at the top of the form.

- **Transmissions**: This shows the Complied Transmissions for the programme in the compliance form, as well as other Available Transmissions. Compliance Managers can add Denton Codes and Notes here

- **Compliance Events**: This shows all the Compliance Events which occur throughout the programme's content that highlight anything that may breach editorial guidelines, as recorded by the production team

- **Referrals**: This shows any details of any referrals that the production team has recorded for specific compliance events, for example to the BBC's Editorial Policy team or Legal department

- **Sign Off**: This shows the sign off by the production team, by the BBC Executive, and by the TV and Medio Operations team (TMO) for repeats

View Report

Although the navigation for each of the sections are shown at the top of the form, compliance managers can view the entire form in one view as a report.

➡ In the **Form** tab, click on the menu and select **View Report** in the top right corner

The report will open; please see the **Example Report** section of this helpcard for an example.

In the 'Compliance Events' section of the report, it is possible to display the events either by Timecode or by Question:

The View Report option is also available in the Programme History, Forms and Schedules views.

Print a report as a PDF to view content quickly

To PDF a report:

➡ In the **Form** tab, click **View Report** in the top right corner

➡ When the report opens in the browser, right click and select **Print**

➡ From the printer menu, select **Print to PDF** as the printer option

➡ The resulting PDF can be saved or printed as required

Mark programme as ready for TX

If the programme is ready for transmission:

➡ Click on **Not Ready for TX** to change the status to **Ready for TX**

Add comments, red flags or Denton codes to a programme's transmission
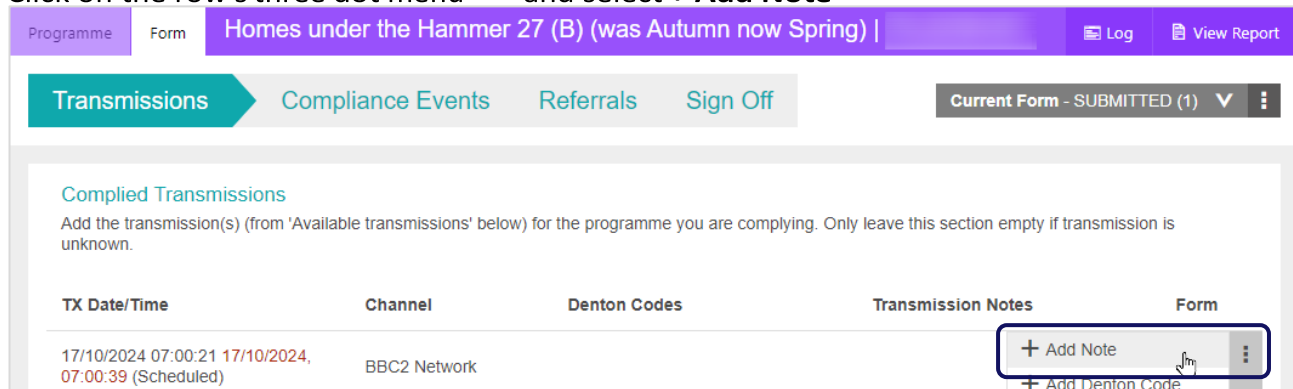
Compliance Managers may need to add comments, details of a red flag complaint that has been reported for a particular transmission of a programme or Denton codes to a programme's TX.

It is also possible to use Notes to record any extra detail related to the transmission.
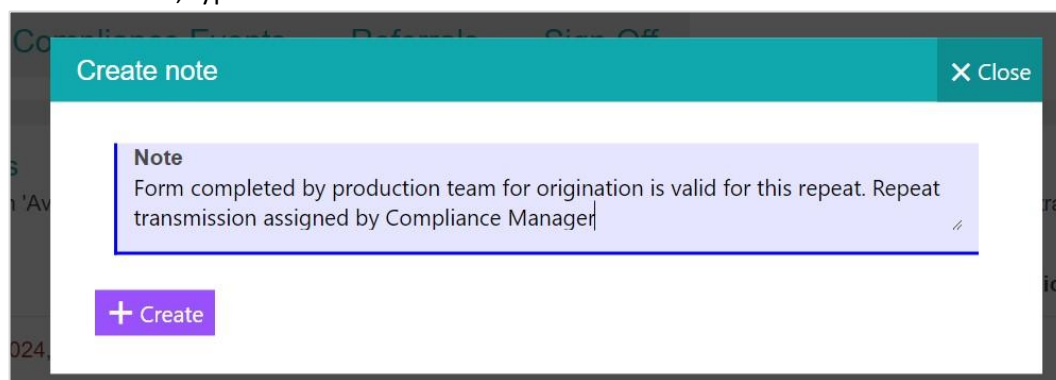
Add a note to a transmission

To add a note to a transmission:

➡ Click on the **Forms** tab
➡ Navigate to the **Transmissions** tab of the form

➡ In **Complied Transmissions**, click on the transmission that the note should be added to

➡ Click on the row's three dot menu ⋮ and select **+ Add Note**

➡ In **Create note**, type the relevant notes and click on **+Create**

In Schedules, a transmission with a note will show a standalone icon in the row of the transmission:

If you hover the mouse over the icon, it will show as a Note:

To read the note in the Schedule:

➡ Click on **Expand** 〉 at the end of the transmission's row; the note will be displayed beneath the transmission data
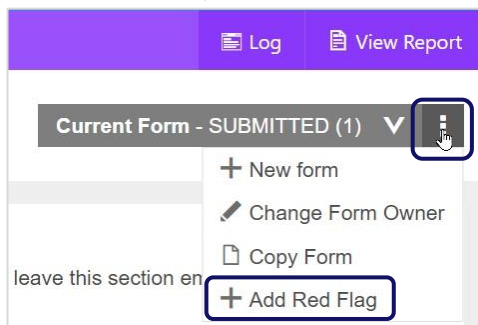
Please be aware, Transmission notes can be viewed by anyone who has access to the compliance form.

Add a red flag to a form

To add a red flag:

➡ Click on the **Form** tab

➡ Navigate to the **Transmissions** section of the form

➡ On Current Form, click on the three dot menu ⋮ and select **+ Add Red Flag** (see right)

➡ In the **Case ID** box, type the unique case reference number for the red flag

➡ In the **Case Description** box, type details about the complaint and click on **Save**

Add Denton Codes to a programme

Denton Codes are drawn from a standard list of terms and phrases held by Editorial Policy and used across the BBC for both linear and non-linear content. Their aim is to give audiences and users clear and consistent information about material which then enables them to make informed decisions about what they choose to watch and access.

To add Denton Codes to a programme:

➡ Click on the **Form** tab

➡ Navigate to the **Transmissions** section of the form

➡ In **Complied Transmissions**, click on the transmission that the Denton Code is relevant to

➡ Click on the three dot menu ⋮ and select **+Add Denton Code**

Complied Transmissions

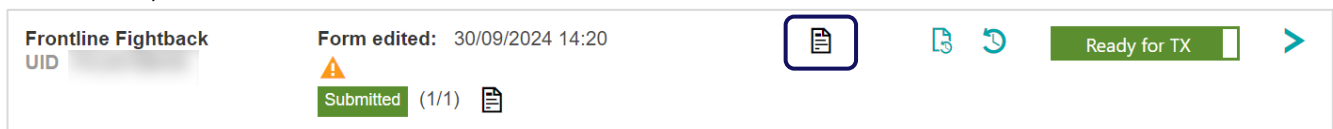Add the transmission(s) (from 'Available transmissions' below) for the programme you are complying. Only leave this section empty if transmission is unknown.

TX Date/Time	Channel	Denton Codes	Transmission Notes	Form
20/10/2024 19:00:00 (Scheduled)	BBC3		＋ Add Note	⋮
16/10/2024 19:30:00 (Manually added)	BBC1 Network		＋ Add Denton Code 🖑	⋮
			🗑 Remove Transmission	

➡ Click on the **No** slider for the required Denton codes to change the setting to **Yes**

Add Denton Code   💾 Save ✕ Close

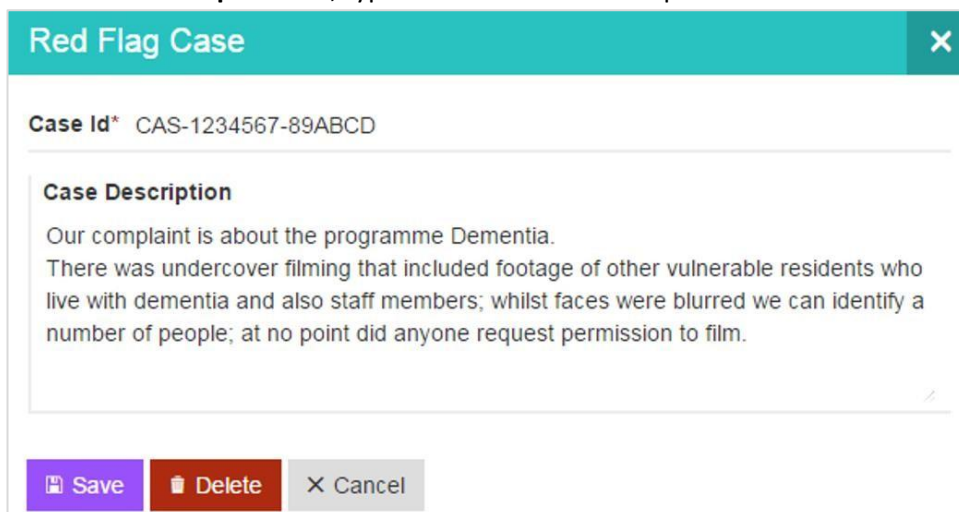| V1	Some violence	No	S1	Some sexual content	No
V2	Prolonged violence	No	S2	Sexual content	No
V3	Graphic violence	Yes	S3	Explicit sexual content	No
V4	Sexual violence	No	P1	Discriminatory language	No
LA	Adult humour	No	P2	Discriminatory content	No
L1	Some strong language	Yes	P3	Discriminatory language and content	No
L2	Strong language	No	T1	Deals with suicide	No
L3	Very strong language	No	T2	Deals with self-harm	No
D1	Some upsetting scenes	No	T3	Deals with sexual abuse	No
D2	Upsetting scenes	No	T4	Deals with eating disorders	No
D3	Disturbing scenes	No	RFI	Flashing images	No

Text-only guidance

WV	Moderate violence	No	W4	Scenes of drug use	No
WL	Language may offend	No	W5	Graphic drug use	No
WD	Some upsetting scenes	No	W6	Behaviour could be imitated	No
W1	Adult humour	No	W7	Graphic medical scenes	No
W2	Adult themes	No	W8	Horror	No
W3	Some nudity	No			

💾 Save ✕ Cancel

➡ Click on **Save**

➡ In the **Transmissions** section of the form, in **Complied Transmissions**, the codes will be displayed beside the transmission:

Reassign a form

Compliance Managers may need to reassign forms if a production team is unable to view their compliance form because it is set up for the incorrect team.

To reassign a form:

➡ Search for and open the programme

➡ Click on the **Form** tab
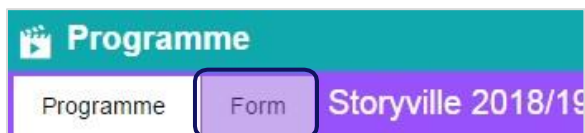
➡ Click on the three dot menu next to the status of the form ⋮ and select **Change Form Owner**
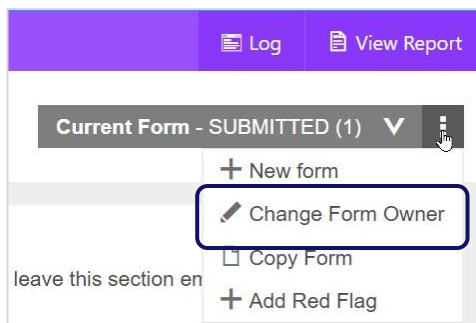
➡ In **Team**, search for the new form owner, and select the relevant team
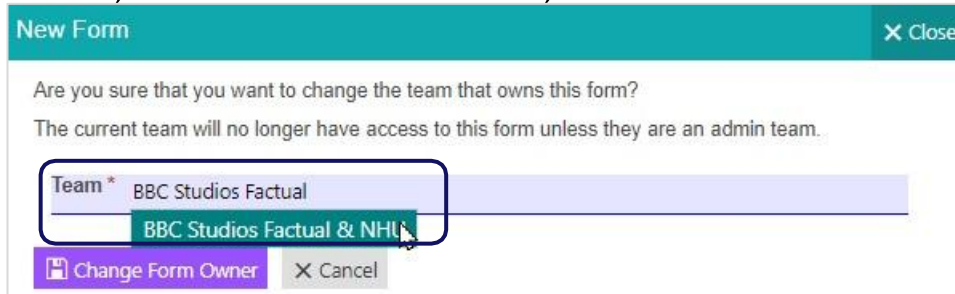
➡ Click on **Change Form Owner**

The form will now show up in the correct team's list.

Copy a form

Users with Compliance Manager permissions can duplicate forms.

➡ Search for and open the programme which contains the data you want to copy ➡ Click on the **Form** tab

➡ Click on the three dot menu next to the status of the form and select Copy Form
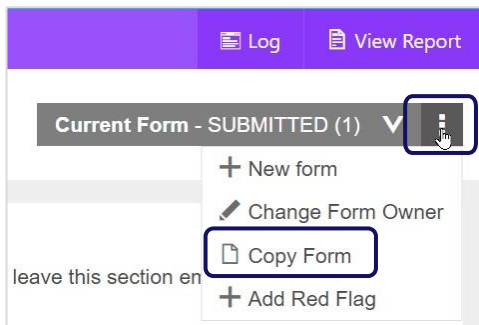
➡ In the **Copy Form** window, in the **UID** box, type the UID you would like the data copied to

➡ In **New Form Reason**, type an explanation for the new form

➡ Click on **Copy Form**

➡ In the **Copy Form** window. click on **Copy Form** to confirm the data you are about to copy across and to complete the copy, or **Cancel** to cancel the action

If you selected **Copy Form**, all the data will copy across to the new form.

Glossary

- **Available Transmission**

  A list of available scheduled transmissions, which can be used to allocate from. This is just a list of the transmissions – you will need to add them to the form in order to allocate them

- **Broadcasts**

  This shows all published broadcasts for the programme

- **Compliance Event**

  A compliance event is made up of three elements: a timecode, the compliance issue/description and the compliance question related

- **Complied Transmission**

  The transmissions that are known about, and therefore allocated (or linked) to the compliance form

- **Denton**

  The Content Guidance Code (known as a Denton) and description, visible on some compliance forms and their report view, are for the use of Channel and Nations Compliance Managers only. They signal they need for on-air announcements (for linear) and guidance labelling (for iPlayer and online) which they will arrange

- **Event Keyword**

  The event keyword filter allows you to search across all comments for compliance events across all your forms

- **Form reason**

  The reason why the new form was created

- **In Progress**

  The form has been created and is currently being worked on by someone. The form is editable

- **Linked TX date**

  This allows you to filter on any linked or allocated transmissions attached to a form

- **Manual Transmission**

  This enables you to allocate a transmission which has not been scheduled yet

- **Notes**

  Allows you to add or view extra details related to the specific transmission

- **Ready for Submission**

  The form has been completed and the production team have marked as ready for a BBC Executive to do the final submission. The form is locked down if you are in production, but is editable if you are a Compliance Manager/BBC Executive

- **Red Flag**

  The red flag icon indicates that a complaint, at Stage One of the BBC's Complaints Procedures or above, or via Ofcom, has been received by the relevant Divisional team and this has been logged on the compliance form.

  A Red Flag can be added by Production or the Channel Compliance Managers, and may indicate a complaint at any stage – just received, in progress, or concluded. It may also indicate a legal issue. Only

serious complaints, the outcome of which may affect the compliance status of the content as available, or for future repeats, will be noted in this way Rejected

This means that the form has been reviewed by the BBC Executive and has been rejected for a reason. This unlocks the form for Production to make the relevant changes and re-submit

- **Submitted**

    This means that the form has been reviewed by the BBC Executive and has been submitted.

    This locks down the form and it can no longer be edited

- **UID / suffix**

    The UID is the **U**nique **Id**entifier for a programme, which is represented as an eight character combination of letters and numbers in the format LLLLNNNL/NN. The first version of a programme or piece of content is usually given the suffix 01 with subsequent versions or edits given 02, 03 etc. Other suffixes may be seen carrying other number sequences from legacy processes

- **WhatsOn**

    This is the BBC's commissioning and scheduling tool

Example Report

Programme

| Programme | Form | Myleene: Miscarriage and Me | /01 | | 🗐 Log | 🖹 View Report |

Transmissions **Compliance Events** **Referrals** **Sign Off** Ⓓ **Current Form** - SUBMITTED (1) ⌄ ⋮

Transmissions

TX Date/Time	Status	Channel	Denton Codes	Broadcast Notes	Form
Allocated Transmissions					
16/10/2024 22:39:35	Scheduled	BBC1 Network	D1	Action Line for pregnancy related issues added for BBC1 TX	1
14/03/2024 06:00:00	Manually added	BBC iPlayer Catalogue	WD		1
Other Scheduled Transmissions					
16/10/2024 22:41:15	Scheduled	BBC1 Scotland			
16/10/2024 23:40:10	Scheduled	BBC1 Wales			
16/10/2024 23:41:16	Scheduled	BBC1 Northern Ireland			

Linear Programme Information

Main Details

Series Name	Myleene: Miscarriage and Me	**Airing Order | Episode Number**	1 | 1
Original Title	Myleene: Miscarriage and Me	**BBC Executive**	No data
Published Title	No data	**Super Genre**	Factual
Alternative Title	No data	**Genre**	Documentaries - Other
UID | Version Reason	LPTT538F/01 | Original version		
Slot Duration	00:44:31		
Commissioned For	Post-Watershed		
Programme Summary	No data		

Compliance Events

Timecodes | **Questions**

Timecode In	Comments
No Questions	
10:00:00	This programme has been complied for BBC iPlayer by a member of the Digital and Broadcast Compliance Unit not involved in the original production, so done to the best of my knowledge
3. Any other which may offend	
10:13:52	10:13:52 "oh God yes" 10:15:02 "oh God" 10:19:14 "God I lost a lot oof me" 10:26:36 "God"
8. Nudity	
10:04:16	10:04:16 – 10:05:37 Photo of Myleene naked from the shoulders up, in a bath 10:21:55 Photo of Myleene's exposed breast as she's breastfeeding
14. Suicide / eating disorders / self harm / hanging	
10:16:47	10:16:47 Jane Brewin from Tommy's says you're 4 times more likely to take your own life if you've been miscarrying
18. Cultural sensitivities	
10:26:00	10:26:00 Vanessa Haye says that as a black woman, her community is pro natalism and building families, and soon after marriage it's expected that you will have babies. Myleene says that the Filipino community is the same 10:27:11 Myleene says that black women have a 40% increased risk of miscarriage compared to white women 10:27:24 Vanessa says that black women are more likely to die in childbirth and less likely to good outcomes from IVF
19. Disturbing images / sounds	
10:00:52	10:00:52 Myleene says that in the past 4 years she's had 4 miscarriages 10:01:04 She says that around 1 in 4 pregnancies end in miscarriage in the UK 10:02:35 Myleene shows an Instagram photo of her pregnant stomach, just before her D&C procedure to "take the baby out." She's distressed as she describes waking up bleeding one morning, realising that she was losing her baby 10:06:53 Myleene says that it's thought that at least 20,000 miscarriages happen every month 10:18:00 She says that when you've had a miscarriage you've been through battle "you've been to war... and there are casualties" 10:33:00 Yvonne John talks about unexplained infertility making her hate her body
29. Footage of suffering and distress	
10:05:36	10:05:36, 10:10:39 Myleene is distressed while she talks about her second miscarriage 10:22:43 Myleene is in tears when she discusses the pregnancy losses with her partner

Presented by Myleene Klass

Contributors:
Simon Motson, Myleene's fiancée
Myleene's two daughters and son (Hero, Ava and Apollo)
Myleene's friends
Myleene's aunt (Mrs Cross)
Jane Brewin, CEO of Tommy's
Julia Bueno, Psychotherapist
Vanessa Haye, blogger
Olivia Blake, M.P
Yvonne John, Activist for Childless Women of Colour
Lucy Slimmon, Rainbow Running and Yoga Club

40. Public figures - reference to	
10:39:55	10:39:55 Ref to Meghan Markle 10:40:55 Footage of Nadine Dorries speaking in the House of Commons 10:41:19 Footage of Dame Eleanor Laing speaking in the House of Commons

41. Sensitive content issues	
10:16:26	10:16:26 Jane Brewin from Tommy's says that about 20% of women who have had one miscarriage, have clinical symptoms of PTSD that are as severe as front line combat soldiers, 9 months after their miscarriage 10:28:04 Myleene says that across the UK, the support available on the NHS varies greatly 10:29:34 M.P. Olivia Blake says that she's had counselling to help her with her loss, but she had to get it herself, because it wasn't available through the NHS 10:31:04 Myleene discusses miscarriage with her two young daughters 10:32:00 She says that many people are going to think that she's wrong to discuss miscarriage with her children

Referrals - No Data

Sign Off

	Production	BBC Executive	Repeats
Name (Role)	[redacted] (Production)	[redacted] (BBC Executive)	(Repeats)
Division/Company	BBC Public Service TMO	BBC Public Service DBC	No data
Phone Number	[redacted]	[redacted]	No data
Email Address	[redacted] @bbc.co.uk	[redacted] @bbc.co.uk	No data
Date	16/02/2024	21/02/2024	No data
Comments	No data	No data	No data
Suitable For Standby List?	No data	No data	No data

Migrated Data