Dear Dame Carolyn,

Thank you for submitting your follow-up letter to the Committee. I am writing to seek further information about The Jeremy Kyle Show based on the evidence session of 4 September 2019. Dwayne Davison and Robert Gregory, both previous contributors on the show, gave evidence to Committee relating to their experiences.

**Pre-checks**

During the evidence session on Tuesday 25 June 2019, Graham Stanier, Director of Aftercare on The Kyle Show was asked about pre-checks. He stated that a specialist mental health nurse practitioner carries out face-to-face meetings before a show. Please refer to Q110¹.

During the evidence session on Wednesday 4 September 2019, Dwayne Davison and Robert Gregory stated the pre-checks were not sufficient. Please refer to Q498, Q53².

I would appreciate if you could answer the following:

1. On average, how long were the initial phone calls to contributors before they were invited to be on the show?

2. You sent us the guide used by Kyle Show staff for the pre-call earlier in our inquiry. How rigorously was this adhered to? What monitoring was carried out?

3. Why was transportation to studios in Manchester organised so quickly after the initial phone call?

4. Robert Gregory stated that he had a range of health problems. Why was he not referred to the aftercare team?

5. Both witnesses state that they did not meet with anyone from welfare during the show. Can you explain why this was the case?

**Welfare of contributors**

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¹ Digital, Culture, Media and Sport Committee Oral evidence: Reality TV, HC 2203 Tuesday 25 June 2019
Ordered by the House of Commons to be published on 25 June 2019.

² Digital, Culture, Media and Sport Committee Oral evidence: Reality TV - HC 2203 Wednesday 4 September 2019
During the evidence session on Tuesday 25 June 2019, Tom McLennan, Director of Entertainment, North, ITV Studios and Executive Producer stated that “If they did not get referred to aftercare and they got through the whole checklist without any flags whatsoever, then they would be free to travel to come to the show, but they would still have a face-to-face when they got to the studio.” Please refer to Q253.

During the 4 September session, Dwayne Davison stated that “we got a phone call, sorry, that night. They gave us more details about what we wanted to go on for. But no one really ever sat me down and said, “Dwayne, you’re going to go on television. Millions of people are going to see you. You’re going to be labelled the most hated. People are going to hate you in your town centre and in your workplace.” Please refer to (Q505).

I would appreciate if you could answer the following:

6. Was a representative from the welfare team present during the face-to-face meeting with Dwayne Davison and Robert Gregory?

**Aftercare**

During the evidence session on Tuesday 25 June 2019, Graham Stanier defended the aftercare polices adopted by The Jeremy Kyle Show. When asked, Graham Stanier said that “there would be aftercare afterwards and counselling put in place, and we would keep in contact with them.” Please refer to Q59, Q204.

During the 4 September session, Dwayne Davison and Robert Gregory stated that they received no aftercare. Please refer to Q516, Q517, Q528.

I would appreciate if you could answer the following:

7. Both witnesses stated that they received no aftercare. Can you explain why this was the case?

8. Both witnesses stated that they were given £20 as part of the aftercare. What was the purpose of this payment?

9. Why did Graham Stanier not meet Dwayne Davison or Robert Gregory?

**Duty of care**

During the evidence session on Tuesday 25 June 2019, Tom McLennan maintained that
duty of care was important to The Jeremy Kyle Show. Mr McLennan stated that “the main reason I wanted to come today was to make sure that we expressed to you that we had a proper duty of care, that guest welfare was very important to us and that that extended before, during and after the show.” Please refer to Q227, Q182.7

Dwayne Davison stated the following: “So I’m sat in this room for 10 hours. The door is locked; I had to knock on the door. There’s a runner sat outside three doors, so I knock on my door and then the runner will open the door; they’re literally sat outside.” Please refer to Q502, Q5718.

I would appreciate if you could answer the points below:

10. Were participants on the Jeremy Kyle Show kept on their own in a closed-off room at the studios prior to filming?
   a. In addition to this, were participants locked in these rooms, as Dwayne Davison stated was the case when he appeared on the Show?

11. What steps did ITV Studios take to ensure contributors knew that they could leave the studio at any time?

12. Were there occasions in which Jeremy Kyle would swear at contributors while on the stage?
   a. Could you provide to the Committee the rushes for the full filming session for Dwayne Davison’s first appearance on The Jeremy Kyle Show? [This should include everything that was filmed whilst he was on the studio set, not just the material used for the broadcast.]

**Lie Detector test**

During the evidence session on Tuesday 25 June 2019, Graham Stanier said that “I would prefer to say to them before they do the test that some people will fail this test yet they will be telling the truth, and then after the test I will raise that again”. Please refer to Q359.

Dwayne Davison said the following about his experiences with the ‘lie detector’ test. “The producer said to me, “100%, this always tells the truth. They use them all around America.” Say, for example, if you’re a criminal in America, you could take a lie detector. I’m not too sure how it all works, but she told me in straight words, “It’s basically 100%”. Please refer to Q533, Q53610.
I would appreciate if you could answer the following:

13. Was there any occasion on which ITV Studio staff told contributors that the ‘lie detector’ test was 100% accurate?

14. What methods did ITV Studio staff employ to convince contributors that the ‘lie detector test’ results were 100% truthful?

**Social media**

Dwayne Davison told us of his experiences of experiencing online abuse and trolling. Please refer to Q57711.

I would appreciate if you could answer the following:

15. What support was put into place to for contributors that were bullied via social media?

16. During the face-to-face meeting, did you clearly state how contributors may experience bullying after the show was aired?

**Contracts**

Robert Gregory told the Committee on 4 September stated that he was not asked to sign a consent form (Q551)12.

17. Can you confirm whether Robert Gregory did or did not sign a consent form before he appeared on the show in October 2018? Please send any relevant evidence.

Please also clarify the following:

18. Were contributors required to sign the contract straight away or did they have a cooling-off period?

**Contributor rights to content**

During the evidence session on Tuesday 25 June 2019, Tom McLennan stated that contributors who did not want to be featured in the “best of” show had to contact ITV Studios directly, and that it was reviewed on a case-by-case basis. Please refer to Q258, 25913.

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Dwayne Davison told the Committee that he requested that his segment was not included in the “best of” show and requested that the clip be taken off YouTube. Please refer to Q545, 577\textsuperscript{14}.

I would appreciate if you could clarify the following:

19. Dwayne Davison requested on numerous occasions for his segment to be taken down from YouTube. He also submitted further correspondence between himself and ITV Studios stating the reasons why he would like it to be taken down.

   a. Can you please state why Dwayne Davison’s request was denied?
   b. Before the clip was removed from YouTube, how many times was Dwayne Davison’s appearance on The Jeremy Kyle viewed?
   c. Contributors requested that the blue banner which included text drafted by ITV Studios to be changed. Was there any occasion in which this happened? If so, please expand.

Support from ITV

Robert Gregory and Dwayne Johnson told us that they received little to no support from ITV Studios after appearing on The Jeremy Kyle Show (Q560)\textsuperscript{15}.

I would appreciate if you could answer the following:

20. On what occasions did the welfare team or Graham Stanier follow up about the experiences of Dwayne Davison and Robert Gregory?

We request responses to these points by Monday 16 September. Please be advised that we would expect to publish your responses in due course as additional evidence to the inquiry.

Yours sincerely,

[Signature]

DAMIAN COLLINS, CHAIR, DCMS COMMITTEE

\textsuperscript{14} Digital, Culture, Media and Sport Committee Oral evidence: Reality TV - HC 2203 Wednesday 4 September 2019

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