Background papers submitted by Betty

Please see attached the following documents:
- A Duty of Care Summary for the Undateables, which includes details of protocols, procedures and relevant associated staff
- Our standard template contributor agreement for main contributors
- Our standard release form for secondary contributors

In response to your specific questions:
- The contributor agreement does not differ in any material respects between contributors, unless there are requested changes to a specific contract that we can agree to. Our attached agreements do not contain liability clauses.
- We don’t have transcripts as such for this production, but we do keep a log of interviews which we input after the interviews. We would not be comfortable disclosing the log as it contains confidential information about contributors.

If you require any further information, please let me know.

Yours sincerely,

Tane Bellwood

Tane Bellwood | Director of Legal & Business Affairs | Objective Media Group Limited
CONTRIBUTOR CARE OVERVIEW

STAFFING

Training

- All members of The Undateables’ (TU) production team, whether they are editorial or in production are fully briefed on how to manage programme compliance, contributor duty of care, viewer trust and all other important procedures for the production. This is then followed up by a meeting with the Series Producer (SP) and Production Manager (PM) to go over the key points, raise any questions or concerns, and ultimately ensure they fully understand all our contributor duty of care protocols.
- New starters also attend a GDPR training session with our in-house lawyer to ensure that they know how to properly handle any confidential information handed over by our contributors.
- For each series and in so far as possible, we try to staff the production team with individuals who have non-neuro family members and/or come from a nursing background.
- At the start of each new series, we ask the National Autistic Society (NAS) to come and speak to the entire casting team, helping them understand how best to approach interactions with potential contributors on the autistic spectrum.

The Care Bear role

- This is an Assistant Producer who is a dedicated member of the team. Their priority is to care for all TU contributors. They provide a constant Betty point of contact and work all year round.
- Contributors from ALL SERIES have the current Care Bear’s work email and office telephone number.
- At the beginning of production of a series, the Care Bear will contact the main contributors from the last 5 series
- Both main contributors and datees are called before and after TX to identify any concerns
- There is a dedicated Care Bear mobile phone for contributors – all contributors from Series 7 onwards have this contact. All potential re-visit contributors pre-series 7 have access to this also.
- The Care Bear keeps a thorough log of all communications with every contributor, flagging any potential issues to the SP/Exec.
- If the Care Bear is replaced, a detailed and thorough handover is arranged.
Psychologist Protocol

- The Undateables has used the same independent Consultant Clinical Psychologist from series 1 to current day.
- Psychologist screening is carried out in person for all main contributors – for those with Learning Difficulty (LD) and autism we ask that a key support worker/parent/relative is present.
- If a second psychologist visit is required, then this is facilitated. This can be at the Exec / SP’s prompt or the psychologist’s.
- Datees are also psychologist screened – this is done via Skype or Facetime.
- The psychologist will raise any issues and advise the team accordingly – so contributors’ individual needs are met – particularly during filming hours. The psychologist is contactable at all times by telephone for any identified concerns.
- We keep a log of every time the psychologist has contact with a contributor past or present so that we can monitor any patterns/individual needs.

CONTRIBUTOR CARE

Before filming

Duty of care underpins all our casting processes. The majority of our contributors apply to be on the show and are therefore entered into our casting spreadsheet. There are two alternative means for casting the programme:

1) Attending events and flyering
   We attend a small number of events through the year, many of which we are invited to. When we go to an event we set up a stall and allow people to come to us. We never approach individuals directly and ask if they’re interested in being on the series.

2) Targeting
   To ensure diversity amongst our contributors we do a small amount of targeting. We never directly ask individuals to appear on the show. Instead we ask them to spread the word that we’re on the lookout for singletons. We also ask charities and organisations to help us in this way too.

Regardless of how contributors come to us, we ask them all to go through the same application process:
The first stage of the casting process is a research phone call with one of our casting team, but for any non neuro-typical contributor, we will not go ahead with this before first speaking with their family or key support worker.

The team is staffed to provide contributors with one-on-one care wherever possible. We aim to maintain one point of contact in the casting team per contributor, so they can build a relationship of trust. This in-depth knowledge of the contributor also means we can monitor contributors’ welfare more accurately.

Release forms and on-camera consents are completed before any filming takes place. This is done in the presence of a key support worker or family member where appropriate. Care is taken to confirm that contributors fully understand the filming they are about to take part in.

Teams on location are advised on how best to respect a contributor’s ‘personal space’, and phrase their questions in such a way to guarantee the contributor has understood everything that is being asked of them.

Team members are also briefed on examples of preferred language and terminology to use to help avoid causing any offence.

Before any filming for the main series begins the assigned filming team (PD & AP) - along with the allocated casting team member - visits the contributor at home with the key support worker / relative present, if necessary. This day is designed solely to introduce the filming team to the contributor, so they can get to know one another. No cameras are present and together they fill out all the necessary paperwork.

During this meeting the PD & AP will explain to the contributor and their key support that filming the programme is very much a collaborative process. They will explain that any filming ideas will be run by the contributor and key support first to ensure they’re happy with what we have planned. Importantly, the PD & AP will explain to the contributor that if at any point in the filming process they feel uncomfortable they should say something immediately – if a contributor says or does something on camera they feel doesn’t best represent them they can tell the PD & AP to ensure that particular clip doesn’t get used in the final programme.

At this initial meeting the PD & AP will also speak to the contributor about the fact that their appearance on the series may attract attention in the press and on social media and give guidance on how to deal with this. They also make clear that we will assist them in managing any press interest or interaction. The PD & AP assure the contributor that nearer to transmission we will be back in touch with them to further help them to manage social media and press requests.
During filming

- After speaking with each contributor, our clinical psychologist makes recommendations as to how filming with contributors should be approached. This guidance ranges from advice on how to phrase questions to ensure a contributor understands what is being asked, to knowing when breaks are needed, and how to ensure that contributors are comfortable with all filming plans.
- We liaise with independent dating experts who specialise in running agencies for vulnerable and / or disabled singletons. They offer expert advice re contributors and potential datees.
- Where possible, the contributor has the same PD & AP throughout the filming process. If necessary the key casting team contact will also attend the shoots. This continuity is crucial to building trust between the team and the contributors.
- Whilst under TU care, all contributors (neuro typical & non neuro-typical) are chaperoned by a member of crew, a key support worker, an independent, licensed approved chaperone, or a member of their family.
- We work with the contributor and the clinical psychologist to ensure that we allow time in our schedules to film at the contributor’s pace. Care is also taken to ensure the contributor is fully aware of what will happen during filming before it takes place.

TX & Aftercare

- Every main contributor has a factual accuracy viewing of the finished episode ahead of TX, accompanied by the Care Bear (and their key support worker / relative if necessary. If a datee asks to view the programme ahead of TX, they are also allowed a factual accuracy viewing.
- Standard practice is to call all contributors who appear in an episode a few days before TX and a day or two after. If specified on their original psychologist report, contributors will be offered an opt-in follow up consultation with our psychologist ahead of TX.
- Furthermore, if a contributor needs to see our psychologist at any time our psychologist will phone them or visit in person. If the psychologist needs to alert social services then he will do so.
- Ahead of TX we also ring contributors to remind them to tighten their privacy settings on social media and provide instructions on how to adjust their social media settings accordingly. At this point, we also remind contributors that we will assist them in dealing with any approaches by the press and that our press team will be able to guide them through any interviews or appearances.
• One of our Heads of Press, Lucy Hynes, has worked on 10 series to date. Many of the re-visit contributors know her well and she provides a robust continuity for TU.
• The Head of Press attends the series photoshoot to meet all contributors in person to talk to them about press & social media.
• If we use material from previous episodes to re-cap someone’s dating history, we always still check with any previous dates to ensure they are happy to be on TV again (despite the fact that we already have release forms for use worldwide in perpetuity). Likewise, if any programmes are scheduled to repeat, we check in with all contributors to ensure they are comfortable with their episode being broadcast again.
CONTRIBUTOR RELEASE FORM

PROGRAMME TITLE: “The Undateables” – Series 11 (Working Title)

CONTRIBUTORS NAME:________________________________________

DESCRIPTION (hair colour/clothing description/glasses etc):__________________________________________________________

ADDRESS:________________________________________________________________________________________

FIRST FILMED AT: (Pub, Street, Shop):________________________________________________________

We have explained that we are making a series of programmes for the UK and International television markets, which will follow people with physical, sensory, mental impairment or long term conditions, in their quest to find love.

The series is likely to be 5 x one hour programmes for Channel 4 (including revisit) and the title is ‘The Undateables’. This title is designed to be provocative and to reflect the way some individuals view people with disabilities, something which we hope to challenge. In order to show this graphically, we are going to lose the ‘Un’ of The Undateables on-screen. So it would go from ‘The Undateables’ to ‘The Dateables’ on-screen.” There will be personal introductions agencies in the series who will help match people on common interests, likes and dislikes as well as organisations that host friendship and dating events. They will aim to match people but they cannot guarantee that this will definitely happen nor that it will be successful. We will be working closely with the dating agencies and organisations on the matching process. We aim to follow key mile-stones in our contributors' journeys over the course of a few months’ filming and explore their thoughts, feelings, and the highs and lows of their relationships and experiences in that time-frame. The series hopes to offer greater insight and understanding into the issues, barriers and prejudices that are faced and will also aim to explore society's attitude towards people with impairments and how this can affect relationships.

You are happy to participate in the series.

For good and valuable consideration, receipt of which you acknowledge:

i) you agree that we may film and record your participation in and contribution to the series ("your Contribution") on the following dates ......................................./ OR on dates to be agreed during the period commencing on ........................................ and ending on .................................. / OR over a period of time [DELETE AS APPROPRIATE];

ii) you give all consents necessary for the reproduction, exhibition, transmission, exploitation and broadcast of your Contribution without time limit throughout the world by all means and in all media in connection with the series or otherwise and without liability or acknowledgement to me; and

iii) you grant us the right to use and reproduce your name, voice, photographs, biography and your Contribution in the promotion, advertising, sale, publicising and exploitation of the series and/or otherwise and in ancillary products (eg. merchandise) in connection with the series and with us (or our assigns or licensees) throughout the world by all means and in all media an unlimited amount of times in perpetuity.
You warrant that your Contribution will be honest and true. We shall be entitled to cut and edit your Contribution as we deem fit and we shall not be obliged to include any or all of the same in the series. You expressly waive any and all moral rights you may have in connection with your Contribution. You acknowledge that we and ultimately the broadcaster have editorial control over the series.

You further warrant that from the date of signature of this agreement until first transmission of the series you will immediately disclose to us details of any criminal convictions (other than for driving offences not carrying a custodial sentence), any criminal offences that you are currently charged with or become charged with, any legal proceedings that you are currently involved in or become involved in or any other matters whatsoever which may affect our decision to allow you to contribute to the series.

You agree that you will not, without our prior consent or at our request, make to any third party any statement, or, supply of information or photograph relating to the series or to the terms thereof (including but not limited to on websites, message boards, blogs or social networking sites such as Twitter, Facebook and Linked In). You agree not to do nor say anything that is derogatory to either the Series or anyone involved with it, us or the broadcaster.

You explicitly consent to the processing of your personal data for the purposes of producing (including broadcasting) of “The Undateables” – Series 11” as described above and you understand that such data will be processed in accordance with the privacy notice which can be obtained by visiting https://www.betty.co.uk/privacy/contributor-privacy-notice or by contacting betty by email at informationofficer@objectivemedia.group, by telephone on 0207 202 2300, or by post to Betty TV Limited, ATTN: Information Officer, 3rd Floor, Riverside Building, County Hall, Westminster Bridge, London SE1 7PB.

You agree that in no event shall you be entitled to rescission, injunctive or other equitable relief against us or our licensees and assigns.

This agreement may be freely assigned or licensed by us and shall be governed by and construed in accordance with English law and the parties hereby submit to the exclusive jurisdiction of the English Courts.

________________________________________
NAME: …………………………………………………………………………. SIGNED: ………………………………………………………………………….
(PLEASE PRINT CLEARLY)

DATE: …………………………………………………………………………

DATA PROTECTION

By necessity we will process your personal data, including voice and image (if applicable), as part of producing the programme. We will do so in accordance with all relevant data protection law and you can find out more information about how we process your personal data by visiting https://www.betty.co.uk/privacy/contributor-privacy-notice or by contacting betty for a copy of the relevant Privacy Notice by email to informationofficer@objectivemedia.group, by telephone on 0207 202 2300, or by post to Betty TV Limited, ATTN: Information Officer, 3rd Floor, Riverside Building, County Hall, Westminster Bridge, London SE1 7PB.

DIVERSITY REPORTING

UK broadcasters are researching diversity on their productions. This covers diversity characteristics you choose to tell the broadcasters about and also how viewers might perceive diversity on screen. If you provide us with your e-mail address we will enter this in a system called Silvermouse. You will be invited to provide, and may do so at your option, your diversity characteristics- gender, ethnicity, disability, age, gender identity and sexual orientation. The broadcaster, as data controller, is responsible for this data and will have access to reports compiled from it for purposes of the research. Further information can be found here: http://creativediversitynetwork.com/diamond-contributors/.

Email address: ____________________________________________
We have explained that we are making a series of programmes for the UK and International television markets, which will follow people with physical, sensory, mental impairment or long term conditions, in their quest to find love.

The series is likely to be 5 x one hour programmes for Channel 4 (including revisits) and the title is ‘The Undateables’. This title is designed to be provocative and to reflect the way some individuals view people with disabilities, something which we hope to challenge. In order to show this graphically, we are going to lose the ‘Un’ of The Undateables on-screen. So it would go from ‘The Undateables’ to ‘The Dateables’ on-screen.” There will be personal introductions agencies in the series who will help match people on common interests, likes and dislikes as well as organisations that host friendship and dating events. They will aim to match people but they cannot guarantee that this will definitely happen nor that it will be successful. We will be working closely with the dating agencies and organisations on the matching process. We aim to follow key mile-stones in our contributors’ journeys over the course of a few months’ filming and explore their thoughts, feelings, and the highs and lows of their relationships and experiences in that time-frame. The series hopes to offer greater insight and understanding into the issues, barriers and prejudices that are faced and will also aim to explore society’s attitude towards people with impairments and how this can affect relationships (“the Series”).

You are happy to participate in the Series.

For good and valuable consideration, receipt of which you acknowledge:

i) You agree that we may film and record your participation in and contribution to the Series (“your Contribution”) on the following dates ....................................../ OR on dates to be agreed during the period commencing on ........................................... and ending on ....................................../ OR over a period of time [DELETE AS APPROPRIATE] It being further agreed that you will permit us to film a second date (if applicable) as part of your Contribution on a day, time and location to be agreed between us;

ii) You give all consents necessary for the reproduction, exhibition, transmission, exploitation and broadcast of your Contribution without time limit throughout the world by all means and in all media in connection with the Series or otherwise and without liability or acknowledgement to you; and

iii) You grant us the right to use and reproduce your name, voice, photographs, biography and your Contribution in the promotion, advertising, sale, publicising and exploitation of the Series and/or otherwise and in ancillary products (eg. merchandise) in connection with the Series and with us (or our assigns or licensees) throughout the world by all means and in all media an unlimited amount of times in perpetuity.
You understand that the role of an agency is to find people for you to have dates with but that we cannot guarantee that an agency will find dates for you or that such dates will be successful.

You warrant that your Contribution will be honest and true and that you are willingly taking part in this Series and have not been forced or coerced into doing so. We shall be entitled to cut and edit your Contribution as we deem fit and we shall not be obliged to include any or all of the same in the Series. We expressly waive any and all moral rights we may have in connection with your Contribution. You acknowledge that we and ultimately the broadcaster have editorial control over the Series.

You further warrant that from the date of signature of this agreement until first transmission of the Series you will immediately disclose to us details of any criminal convictions (other than for driving offences not carrying a custodial sentence), any criminal offences that you are currently charged with or become charged with, any legal proceedings that you are currently involved in or become involved in or any other matters whatsoever which may affect our decision to allow you to contribute to the Series.

You agree that from the date of this agreement until twelve (12) months after transmission by Channel 4 of the Series, you will not appear or agree to appear as a contributor on any television programme or give any interviews or take part in any photoshoots for magazine/newspaper articles without notifying us in advance of such proposed appearances/articles and obtaining our prior written approval.

You agree that you will not, without our prior consent or at our request, use or disclose or communicate to any person (including but not limited to any journalist, member of the press or media organisation or via websites, message boards, blogs or social networking sites such as Twitter, Facebook and Linked In) any information or photographs in relation to the Series or this agreement all of which shall be kept strictly confidential. You agree not to do nor say anything that is derogatory to either the Series or anyone involved with it, us or the broadcaster.

You explicitly consent to the processing of your personal data for the purposes of producing (including broadcasting) of “The Undateables” – Series 11” as described above and you understand that such data will be processed in accordance with the privacy notice which can be obtained by visiting https://www.betty.co.uk/privacy/contributor-privacy-notice or by contacting betty by email at informationofficer@objectivemedia.group, by telephone on 0207 202 2300, or by post to Betty TV Limited, ATTN: Information Officer, 3rd Floor, Riverside Building, County Hall, Westminster Bridge, London SE1 7PB.

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__________________________
NAME: ………………………………………………………………………………………………………………………………

__________________________
SIGNED: …………………………………………………………………………………………………………………………

(PLEASE PRINT CLEARLY)

__________________________
DATE: …………………………………………………………………………………………………………………………….

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Email address: …………………………………………………………………………………………………………………