



ITV Duty of Care Producer Handbook

After you have completed the **Production Risk Questionnaire on the ITV Producers Portal**, please apply the below requirements, which are relative to the risk rating of your programme. If you have any questions, please email dutyofcare@itv.com

Requirement	Participant Welfare (DoC) Risk Rating		
	Low	Medium	High
Complete the Production Risk Questionnaire	✓	✓	✓
Complete a Welfare Risk Assessment (i)	✓	✓	✓
Write a Duty of Care Protocol (ii). Send to dutyofcare@itv.com (Unscripted formats only)	Best practice to record DoC Protocols	✓	✓
Obtain informed consent - Best practice is to complete a Participant Experience Document (iii) (Unscripted formats only)	✓	✓	✓
Conduct Fitness to Participate checks. If vulnerabilities identified, seek expert advice from a Mental Health Advisor (see the ITV Approved Provider List (iv))	If vulnerabilities identified	If vulnerabilities identified	✓
If a participant is under 18 or is considered vulnerable refer to the ITV Safeguarding Policy/Guidelines (v)	✓	✓	✓
Conduct relevant background checks on each participant (social media, internet, criminal). All data obtained should be processed in accordance with DPA 2018 and GDPR. (Unscripted formats only)	✓	✓	✓
Consider welfare risk to Off-Screen talent, and include Safecall Details (vi) to Call Sheets	✓	✓	✓
Provide your on screen participants with Social Media Guidelines (vii) (Unscripted formats only)	✓	✓	✓
Report welfare incidents (viii) to dutyofcare@itv.com	✓	✓	✓

(i) Welfare Risk Assessment

A Welfare Risk Assessment will help to identify the reasonably foreseeable risks, and control measures required to manage the psychological welfare of your on-screen participants/talent. Please find a Welfare Risk Assessment template [here](#)

(ii) Duty of Care Protocol (*Unscripted only*)

A Duty of Care Protocol is a record of the procedures that will be implemented to manage the foreseeable psychological impact on everyone involved in the making of the programme (on-screen participants/talent, and off-screen production teams/crew). For further guidance please contact dutyofcare@itv.com

(iii) Participant Experience Document (*Unscripted only*)

ITV expects its Producers to ensure that participants are properly informed about the potential downsides, as well as the benefits of appearing on TV, before they give their consent to take part in the production. Producers, who intend to cast members of the public in their programmes, must ensure they have a full understanding of the casting, filming, and the post-filming process, and prepare them for the pressures that increased exposure of being on TV and in the public eye can cause. This 'Informed Consent' must be sought before any participant signs any release form or contract agreement. A 'Participant Experience Document' in simple, non-legalistic, language can assist in helping Producers to structure their discussions with their participants in person or over the phone. It should summarise the terms of the engagement that they are agreeing to, and how your company will deal with their sensitive personal data.

(iv) Fitness to Participate

If a participant is identified to have vulnerabilities, ITV requires that the Producer should ordinarily seek expert advice from a Mental Health Advisor (see the **ITV Approved Provider List** available on the Producers Portal) and/or a licensed Medical Doctor who is suitably qualified for the role. There will be some cases where we are aware that a participant is vulnerable but they do not want an assessment. This does not mean they should not be in a programme - there may be other things we can do to mitigate risks eg confirm the support outside the programme they have in place.

(v) Safeguarding

If a participant or talent is under 18 years old*, or is considered vulnerable you must adhere to the ITV Safeguarding Policy/Guidelines (v):

[ITV's Child Protection Guidelines](#)

[ITV's Safeguarding Guidelines](#)

[ITV's Child Licencing Guidelines](#)

**anyone between 16 and under 18 should be categorised as a 'young person' as under law anyone under 18 is a child and some controls will still need to be in place.*

(vi) Off Screen Talent - Support, Speaking Up and SafeCall

ITV expects Producers to consider welfare risk to off-screen talent and include signposting on where to escalate any concerns. Producers should share [ITV's Speaking Up policy](#) with all members of their crew. Details of SafeCall should be added to to Call Sheets [0800 915 1571](http://0800.915.1571) www.safecall.co.uk/itv

(vii) ITV Social Media Awareness Hub

A useful resource that can be shared with your participants <https://www.socialmediaawarenesshub.itv/>

(viii) Welfare Incident

ITV defines a Welfare Incident as *"a participant welfare issue that may be, or may lead to, a substantial impact on a participant, a business interruption, disruption, or that prompts significant national or international media attention"*