

31st March 2005

My problem is with the BBC Ceefax service and takes two forms:

- 1 The regular large number of preventable and silly errors
- 2 The fact that there is no system for reporting these

An example

As I write it is **THURSDAY** 31st March at 8 pm (or 20-00 as the BBC prefers to call it) and I am looking at my local weather forecast on page 402 of Ceefax as I want to know what the weather will be like for tomorrow **FRIDAY**

The page is headed 06-00 to 18-00 hrs **WEDNESDAY**

The text begins "A dull start rightening (sic)"
And the final line is headed "Outlook for Friday "

The conclusions to be drawn from this confusing nonsense:

- No one checks the data properly
- It could be **WEDNESDAY's** forecast that has been left there for 26 hours - but why would **WEDNESDAY's** forecast show a **FRIDAY** outlook?
- It could actually be **Thursday's** forecast but someone forgot to change **Wednesday** to **Thursday** when they entered it. It should also have been changed to give **Friday's** forecast before the 1800 hrs deadline but that change is late too
- If both the day and the spelling are wrong then there is zero confidences in the forecast itself

Other examples? Every day there are usually mistakes like this via the main news page 101, the main sports page 301 and the main financial page 200.

I would like to know what the BBC Ceefax service is doing to prevent mistakes occurring in the first place and then to filter any out by a competent programme of checking.

I would also like to know how the public like me can easily quickly and cheaply get them reported so that the systems are improved permanently.

I would also like to know how much the Ceefax service costs because given this sort of performance it is not worth having and we would all be better off with a reduction in our licence fee.

Philip Davies



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