



Information Policy & Compliance

bbc.co.uk/foi

By email to

08 April 2008

Dear

Freedom of information request – RFI20080263

Thank you for your request received on 13 March 2008 seeking further information about TV Licensing. Your request is being dealt with under the Freedom of Information Act 2000 (“the Act”). I note that the letter you attached to your message is dated 14 February. Unfortunately, we can find no evidence that the BBC received the original of this letter. If it was delivered and has gone astray, we can only apologise.

Please note that “TV Licensing” is a trading name used by companies contracted by the BBC to administer the collection of television licence fees and enforcement of the television licensing system. The majority of the administration of TV Licensing is contracted to Capita Business Services Ltd (which undertakes the majority of the administration of the TV Licensing system), with the administration of our cash related payment schemes contracted to Revenues Management Services Ltd (RMS). PayPoint Network Ltd and PayPoint Collections Ltd are contracted to provide over-the-counter services. The marketing and public relations activities are contracted to the AMV Consortium. The consortium is made up of the following four companies: Abbott Mead Vickers BBDO Ltd, Fishburn Hedges Boys Williams Limited, PHD Media Limited and Proximity London Ltd. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

In your request you asked the following:

1. *The number of complaints received by the TV Licensing Authority in each of the last 3 calendar years from recipients of letters from your Enforcement Division.*

Please find these figures below.



INVESTOR IN PEOPLE

Year	Number of complaints
2005	215
2006	77
2007	162

Please note that the amount of complaints TV Licensing receives is consistently low compared with the amount of visits that we make (3.5 m last year).

2. *The number of times in the last 3 years when you have made significant alterations to the initial letter sent out by the Enforcement Division.*

Unfortunately, it is not possible to provide you with an accurate estimate for this figure. This is because I am unsure as to what you mean by "significant alterations". This is important, since TV Licensing changes the text in its system letters for a variety of reasons on a regular basis and some of these changes could be argued to be more "significant" than others. For example, in the last three years changes have been made to letters to incorporate all of the following issues:

- the increase in the TV Licence fee which came into force on 1 April 2005, 1 April 2006 and 1 April 2007
- the fact that individuals can no longer buy their TV Licence in the Post Office
- changes to some TV Licensing policies, for instance the policy relating to the blind concession
- changes to test new copy and creative formats.

If you would care to clarify what you mean by "significant alterations" I will be happy to revisit this response.

However, I should highlight that calculating the exact number of times any changes may have been made to these letters is likely to require a significant amount of work (if, indeed, it can be done at all). It may therefore be helpful, when clarifying this section of your request, for you to bear in mind that under section 12 of the Act we are allowed to refuse to handle a request if it would exceed the appropriate limit. The appropriate limit has been set by the Regulations (SI 2004/3244) as being £450 (equivalent to two and a half days work, at an hourly rate of £25).

Appeal rights

If you are not satisfied with this response you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address provided, explaining what you would like us to review and including your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner.

The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone 01625 545 700 or see <http://www.ico.gov.uk/>

I hope this response is helpful.

Yours sincerely,

Natalie Saunderson
Policy Adviser
BBC TV Licensing Management Team

