



Information Rights

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Nathan Gregory

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12 February 2021

Dear Mr Gregory

**Request for Information – RF120210125**

Thank you for your request to the BBC of 19<sup>th</sup> January 2021 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

*"I would like a machine readable copy of the ASK Helpscript used by Capita Call Centre staff.*

*You have previously advised that it is not possible to easily extract the information in an easily transferred machine readable format - which I hold is untrue.*

*You said, "As indicated above, there are currently 2305 screens. As a modest estimate, it would take 64 seconds to manually print and retrieve one screen of information. The alternative is to copy and re-format each screen into a Word document: this extraction method is estimated at 126 seconds per screen." In this modern-day and age I do not believe your software is incapable of exporting information quickly*

*Can you tell me the software vendor that hosts the HelpScript? I feel you can divulge this information because it is unlikely to be a security risk to disclose the software used to render a simple HelpSript used by call centre staff. For example, Adobe Reader etc., is commonly used software used internally.*

*I would like a copy of the most recent ASK Helpscript and there must be a method to export/print to pdf the information within. Any modern system of this type would have these methods.*

Please note that "TV Licensing" is a trade mark 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 Limited ('Capita'). Over-the-counter services are provided by PayPoint plc ('PayPoint') in the UK, and by the Post Office in the Isle of Man and Channel Islands. Target Group Limited

('Target') is the supplier for the Simple Payment Plan. Marketing and printing services are contracted to RAPP Limited (formerly Proximity London Limited). Media services are contracted to Havas Media Limited. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

### **Copy of Ask Help Script**

I note that you have previously requested the Ask Help Script under the Act (RFI20181039). I can confirm that our position remains unchanged and I am refusing your request for the Ask Help Script under section 12 of the Act on the same grounds given in my previous response, namely, that it would take significantly more than two and a half days to extract the information from the system. I attach my response to your previous request, for your reference.

### **Software hosting**

The ASK Help Script is a Capita system and hosting arrangements are a matter for Capita, not the BBC. The Act gives rights of public access to information held by public authorities (as defined in section 3 of the Act). Section 3(2)(a) of the Act says that, for the purposes of the Act, information is held by a public authority if it is held by the public authority themselves or if it is held by another person on behalf of the authority. Capita is not a public authority as defined by the Act therefore information it holds but which is not held on behalf of the BBC is not subject to the Act.

Finally, please be advised that under section 14(2) of the Act, a public authority does not have to comply with a request which is identical, or substantially similar to a previous request submitted by the same individual, unless a reasonable period has elapsed between those requests. Whilst we have provided you with a substantive response in this instance, further requests on this topic will not receive any response.

### **Appeal rights**

If you are not satisfied that we have complied with the Act in responding to your request, you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review and including your reference number. A request for an internal review must be made within 40 working days of receiving the BBC's response to your original request.

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, Tel: 0303 123 1113 or see <https://ico.org.uk/>.

Yours sincerely

Rupinder Panesar

**Freedom of Information Advisor, TV Licensing Management Team**

