

DISCLOSURE DOCUMENT 1

From:
Sent: 30 November 2010 12:28
To: Sian Healey; Moira Whittle
Cc:
Subject: FW: Online manager - online discussion themes re. enquiry officers

Dear both

Just to keep you in the loop, when [redacted] discussed the online manager programme at the Retention Business Unit last week, [redacted] was particularly interested in finding out some more detail on what people are saying about enquiry officers.

We therefore pulled a quick document together (attached below). As you'll see below, I mentioned to [redacted] that it will be quite resource heavy to this report each month and so we are planning on added some more examples into the core report going forward.

Hope this is all ok and makes sense.

Best wishes

From:
Sent: 29 November 2010 09:39
To:
Cc:
Subject: Online manager - online discussion themes re. enquiry officers

Dear

Following your meeting last week with [redacted], I understand that you were interested in finding out some more information on the type of negative comments which are appearing online about enquiry officers. This short report just replies to October and is hopefully self-explanatory, but do of course let us know if you'd like clarification on anything included.

We're very happy to keep you regularly in the loop going forward - sending you ad hoc emails when issues like these arise (for example, we regularly send emails to [redacted] when we spot a YouTube clip which features an enquiry officer) and we're also planning on expanding our regular monthly report to ensure that there are a couple of examples for each negative enforcement post (previously we just gave one example of each topic). I'm also attaching our October monthly report, so you can see an overview of the rest of our activities. It will be quite time intensive to pull together the attached enquiry officer report each month, but if there is something you'd like us to include within the October overview report, we'd be very happy to look into the feasibility of including.

Hope this all makes sense - I'm around for most of the day and very happy to run this through on the phone.

Best wishes

Find out *What's Next... for litigation and crisis management?*

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Negative Reinforcement Officer Mentions.doc (56.1KB)
October summary report FINAL.doc (1.4MB)

(1.4MB)

To: I (TVL); TVL - PR Queries; 'Sian Healey'; 'Moirá Whittle'

Cc: I

Subject: Online customer case - video posted online

Hi all,

Another video has appeared online: http://homeowner.yesgoodday.com/blog/2011/05/31/home-owner-tv-licensing-harassment/?utm_medium=twitter&utm_source=twitterfeed

From: I
Sent: 01 June 2011 11:54
To: I (TVL)
Cc: 'TVL - PR Queries'; 'Sian Healey'; Moira Whittle;
Subject: Couple of videos to flag

Dear

See a few of videos below which have recently appeared online:

- * /
- * Alleged TVL EO spot: <http://www.youtube.com/watch?v=kpeWR8bBh8w>
- * \
- * Joke video about an EO: <http://www.youtube.com/watch?v=KN1ikhzPdIc>

Best wishes

Find out about our breakfast briefing <<http://bit.ly/ljxlgf>> on employer branding

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5

From:
Sent: 24 August 2011 14:09
Subject: YouTube Video - Online Community Mgr

This message has been archived. [View the original item](#)

Hi all,

I wanted to flag the following YouTube video that we picked up on the online community manager, which involves the filming of an EO and recording his vehicle's plate number.

Relatively few viewers at the moment...

<http://www.youtube.com/watch?v=3mL3BobZ5OI>
<<http://www.youtube.com/watch?v=3mL3BobZ5OI>>

All the best,

Follow us on Facebook <<http://bit.ly/CKAPUR>> for our latest views and events

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From:

Sent: 05 September 2011 14:37

Subject: YouTube Videos - Online Community Mgr

This message has been archived. [View the original item](#)

Hi all,

Just wanted to flag the below YouTube videos (by the same user - taffmasterflash) that we picked up on the online community manager. One records a visit from an EO :

Relatively few view at the moment...

<http://www.youtube.com/watch?v=i6XyI3rQj9E> <<http://www.youtube.com/watch?v=i6XyI3rQj9E>>

All the best,

Find out What's Next... for Banking in Britain? <<http://www.fishburn-hedges.co.uk/news/articles/whats-next-banking-britain>>

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From:
Sent:
Subject:

24 October 2011 15:19
RE: You Tube and TVL

<fishburn-hedges.co.uk>

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Hi Moira,

I don't think that Capita have asked for any videos that would have helped evaders to be taken down, but I believe they have certainly asked for some to be removed if they feature footage of an EO without their consent.

It might be worth dropping Colin Jones at Capita a line though, to double check. Do shout if you'd like us to pick this up.

Hope this helps

From: Moira Whittle [mailto:]
Sent: 24 October 2011 15:01

Subject: You Tube and TVL

Simon Matthews

Are you aware of TVL having made any requests to YouTube in the past to have videos removed which may have helped evaders?

Thanks.
Moira

<http://www.bbc.co.uk>

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From:
Sent: 24 November 2011 16:07
Subject: YouTube Vld

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Hi all,

Please find below a YouTube video, picked up on the online community manager, that features someone filming an EO.

Only a couple of views so far.

All the best,

<http://www.youtube.com/watch?v=Fo-ngG3zndk> <<http://www.youtube.com/watch?v=Fo-ngG3zndk>> - by "theTRUTHHertz1"

Find out What's Next... for money and payments? <<http://www.fishburn-hedges.co.uk/news/articles/what%E2%80%99s-next%E2%80%A6-money-and-payments>>

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From:
Sent:
Subject:

06 December 2011 12:19
YouTube Video

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Hi all,

Just wanted to flag the following YouTube video, picked up on the online community manager, featuring a recording of an Enquiry Officer.

<http://www.youtube.com/watch?v=SB8axoTP6KI> <<http://www.youtube.com/watch?v=SB8axoTP6KI>> - jamb027

Less than 10 views so far

All the best

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mailtosweeper@fishburn-hedges.co.uk

From: I

Sent: 19 December 2011 18:06

Subject: RE: YouTube Video

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Hi all,

Please find below the latest videos on YouTube that we've picked up from our online community manager.

The first (by j2LightWorker) features an EO being filmed,

<http://www.youtube.com/watch?v=Jrh5IPp1js> by j2LightWorker (approx 550 views to date)

All the best,

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<mailto:mailsweeper@fishburn-hedges.co.uk>

From:
Sent: 23 January 2012 12:12
Subject: RE: YouTube Videos

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Hi again all,

Another YouTube video has popped up, with a customer confronting an EO. Not seen this one before, so I think it's a new one:

<http://www.youtube.com/watch?v=Je1JaxjPyyY>

Thanks,

From: Jones, Colin (TVL) [mailto:colin.jones@tvl.com.au]
Sent: 16 January 2012 17:56
To: Moira Whittle; Sian Healey
Subject: RE: YouTube Videos

Hi All,

Will investigate – initial observations: –

1st doesn't look like us – paper looks wrong – won't show id

2nd & 3rd are us – 3rd is a compilation of some old visits + what looks like one new at the start

Regards

Colin

From:
Sent: 16 January 2012 14:49

To: ' ; 'Moira Whittle'; 'Sian Healey'; Jones, Colin (TVL)
Subject: YouTube Videos

Hi all,

Just wanted to flag the following YouTube videos, picked up on the online community manager, featuring recordings of Enquiry Officers.

<http://www.youtube.com/watch?v=EoZAKZLphJ8> <<http://www.youtube.com/watch?v=EoZAKZLphJ8>> – by j2LightWorker

http://www.youtube.com/watch?v=_wBCFK8j51U <http://www.youtube.com/watch?v=_wBCFK8j51U> – dannyallen1984

<http://www.youtube.com/watch?v=uGHO-ypqEdA> <<http://www.youtube.com/watch?v=uGHO-ypqEdA>> – onlywhenpissed

All the best,

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From: |
Sent: 23 March 2012 09:53
To:
Subject: FW: YouTube Videos

FYI

From: |
Sent: 21 March 2012 12:32
To: 'Jones, Collin (TVL)'; | Slan Healey; Molra Whittle;
Cc: TV Licensing
Subject: YouTube Videos

Hi all,

Just wanted to flag the below YouTube video that features an EO being filmed. It has so far received very few views.

http://www.youtube.com/watch?v=XLitBWnstw4_u24medublin

All the best,

Follow our series on the relationship between media and government

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From:
Sent: 05 April 2012 16:09
To:
Cc:
Subject: Filming of EOs

Hey

I have just come across this... <http://www.youtube.com/watch?v=yIAVBh-mmGs&feature=youtu.be&a>

Firstly, it's a filming of an EO - if this happens, who should I notify?

Secondly, the clip says the EO was trying to gain entry by pretending to inspect damp.

Let me know what you think and what I would do clips with this in the future.

Digital PR Advisor & Community Manager
TV Licensing

From: Sian Healey
Sent: 18 May 2012 17:21
To: TVL communications
Subject: YouTube

Dear all

YouTube have removed the video of the man filming the EO as it's a "violation of YouTube's policy prohibiting content designed to harass, bully or threaten".

Could one of the team please let the regional agencies know?

Thanks
Sian

From:
Sent: 18 May 2012 17:12
To: Sian Healey
Subject: Fw: YouTube

Fyi

We have had the video of the van driver removed from you tube

Regards

From: (TVL)
Sent: Friday, May 18, 2012 05:08 PM
To:
Subject: YouTube

Just to make you aware, further to my flagging the video this morning YouTube have already removed it as it's a "violation of YouTube's policy prohibiting content designed to harass, bully or threaten".

Surprised it was done so quickly but not complaining....

Cheers for now,

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From: _____
Sent: 28 August 2012 14:43
To: 'J@capita.co.uk';
Cc: 'Molra Whittle'; 'collin.jones@capita.co.uk'
Subject: RE: EO YouTube video

Hi all,

I've logged another video of a female EO.

See link

<http://youtu.be/v4gALcgDspBL>

Digital PR Advisor & Community Manager
TV Licensing

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From: _____
Sent: 22 June 2012 11:28
To: 'J@capita.co.uk'; 'collin.jones@capita.co.uk'
Subject: EO YouTube video

Hi folks,

This EO video has surfaced again...

<http://www.youtube.com/watch?v=ISPxkysI:XfI>

Thanks very much,

Digital PR Advisor & Community Manager
TV Licensing

From:

Sent:

To:

18 May 2012 17:22

Brass ; Clarke Associates;

Cc:

Subject:

BBC Press Office; TVL communications
FW: YouTube

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Dear all

Just to confirm that the youtube video has been removed.

Best wishes,

PR Advisor, TV Licensing

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From:
Sent: 25 May 2012 17:02
To: Sian Healey; TVL communications
Subject: RE: YouTube

Hi folks,

The video has been taken down from youtube several times.

I've found it again here: http://www.liveleak.com/view?i=84c_1337369479

TVLicensing blog keep giving it airtime.

Digital PR Advisor & Community Manager
TV Licensing

21

11

From:
Sent: 27 June 2012 13:36
To: @capita.co.uk;
Cc: Moira Whittle ; 'colin.jones'
Subject: RE: EO YouTube video

This message has been archived. View the original item

Hi everyone,

Please see below for three more videos of EOs that have popped up.

EO Visit http://www.youtube.com/watch?v=vfDbun3xzr0&feature=player_embedded

EO Visit http://www.youtube.com/watch?v=9dgR-vSU6U&feature=player_embedded#1

9 Year Old Window View (reloaded) <http://www.youtube.com/watch?v=SPxkysEXfI>

Digital PR Advisor & Community Manager

TV Licensing

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From:
Sent: 22 June 2012 11:28
To: @capita.co.uk;
Subject: EO YouTube video ; colin.jones

Hi folks,

This EO video has surfaced again...

<http://www.youtube.com/watch?v=tSPxkysfXfI>

Thanks very much,

From:
Sent: 10 August 2012 11:50
To: @capita.co.uk';
Cc: Moira Whittle; ; 'colin.jones@capita.co.uk';
Subject: RE: More YouTube videos

Morning all

this popped up this morning - no proof he is from TVI but he's filmed all the same.

http://www.youtube.com/watch?v=PhNTDwxGz_c&feature=player_embedded

Digital PR Advisor & Community Manager
TV Licensing

From: ([redacted]
Sent: 27 July 2012 16:28
To: @capita.co.uk';
Cc: Moira Whittle; ; 'colin.jones@capita.co.uk';
Subject: RE: More YouTube videos

Hi everyone,

Please see a YouTube vide which features an EO and a shot an ID card.

The video was taken down once supposedly

http://www.youtube.com/watch?v=-3N_q3pVek&feature=youtu.be&a

Digital PR Advisor & Community Manager
TV Licensing

From: ([redacted]
Sent: 09 July 2012 08:56
To: @capita.co.uk';
Cc: Moira Whittle; ; 'colin.jones@capita.co.uk';
Subject: More YouTube videos

Morning all

A couple more videos to flag.

ve started to log them along with the usernames.

<http://www.youtube.com/watch?v=L6l8rQO8OXY>

<http://www.youtube.com/watch?v=EoZAkZlphJ8&feature=plcp>

Digital PR Advisor & Community Manager
TV Licensing

From:
Sent: 06 July 2012 11:47
To: @capita.co.uk; ; 'collin.jones@capita.co.uk'
Cc: Molra Whittle; 'Molra Whittle' <molra.whittle@capita.co.uk>
Subject: RE: EO YouTube video

Hi and co

Another video of an EO on Youtube <http://www.youtube.com/watch?v=e4VFUbfTpY0>

What is the best way to send over these videos going forward? Would you prefer them at the end of the week or as they come up?

Thanks very much

Digital PR Advisor & Community Manager
TV Licensing

From:
Sent: 22 June 2012 11:28
To: @capita.co.uk; ; collin.jones@capita.co.uk
Subject: EO YouTube video

Hi folks,

This EO video has surfaced again...

<http://www.youtube.com/watch?v=ISPxkysLXII>

Thanks very much,

Digital PR Advisor & Community Manager
TV Licensing

From:
Sent: 10 September 2012 16:54
To: 'TVL - PR Queries'
Subject: RE: EO YouTube video

No, not at all.

Just had the door slammed in his face.

But the guy who makes these videos is not very nice to watch!

Digital PR Advisor & Community Manager
TV Licensing

From: TVL - PR Queries [mailto:
Sent: 10 September 2012 16:52
To: 'p@capita.co.uk'
Subject: RE: EO YouTube video

Thanks Glen, unfortunately I cannot view the whole thing as it has been blocked by our firewall. Was he attacked?
T

PR & Marketing Approvals Manager
Capita Integrated Services, TV Licensing

From: 'T'
Sent: 10 September 2012 16:38
To: TVL - PR Queries;
Cc: Molra Whittle; Jones, Collin (TVL.)
Subject: RE: EO YouTube video

Hi all.

Please see link to a live video of an EO.

Not nice to watch!

<http://www.youtube.com/watch?v=rmhX4BibtyI&feature=share&list=UUYWczzWftv-nzeHlIfQln4g>

Digital PR Advisor & Community Manager
TV Licensing

From:
Sent: 04 October 2012 11:12
To:
Subject: EO Video

<http://www.youtube.com/watch?v=14D-YE09IMY>

Kind regards

PR Advisor (Reactive)
TV Licensing

From:
Sent: 22 October 2012 10:47
To:
Subject: EO Video

<http://www.tvlicenceresistance.info/forum/index.php/topic,6136.0.html>

Kind regards

PR Advisor (Reactive)
TV Licensing

From:
Sent: 07 December 2012 13:59
To: @capita.co.uk'; Ian Price; 'colin.jones@capita.co.uk';
Cc: Moira Whittle;
Subject: RE: EO YouTube video

Thanks – please can you let me know what response you get from YouTube?

Regards

Field Operations Manager
BBC TV Licensing

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From:
Sent: 07 December 2012 12:36
To: @capita.co.uk';
Cc: 'colin.jones@capita.co.uk'; Moira Whittle;
Subject: RE: EO YouTube video

Hi everyone

Please see below an anti-TVL video from this week.

It looks like he's been to the court and followed the Capital staff to their car. I've reported the video for hateful activity as the conversation in the comments does become that.

<http://www.youtube.com/watch?v=Crl0DQ6-dIE&feature=youtu.be>

Digital PR Advisor & Community Manager
TV Licensing

From:
Sent: 21 September 2012 11:00
To: @capita.co.uk';
Cc: 'colin.jones@capita.co.uk'; Moira Whittle;
Subject: RE: EO YouTube video

Moring all

Another video on YouTube that features an EO.

<http://youtu.be/lwJu0xVYmHY>

Digital PR Advisor & Community Manager
TV Licensing

From: (

Sent: 11 September 2012 16:10

To: @capita.co.uk; I

Cc: I ; Molra Whittle;

colln.jones

Subject: RE: EO YouTube video

Hi all

Just a quick note that the Youtube video I sent yesterday has appeared on an anti tvl website

They have named the EO too

<http://tv-licensing.blogspot.co.uk/2012/09/tv-licensing-goon-be-gone.html>

Digital PR Advisor & Community Manager
TV Licensing

From:
Sent: 17 December 2012 09:55
To: ; @capita.co.uk; ;
Cc: ; Moira Whittle; ;
Subject: RE: EO YouTube video

Hi everyone.

Please find a recent upload of a video of an EO.

The video shows the EO grabbing the door handle when the home owner shuts the door.
In the comments it says he's left/been sacked - not sure where this info came from.

Thanks

<http://www.youtube.com/watch?v=i4HS1ZMNB4Y&feature=youtu.be>

Digital PR Advisor & Community Manager
TV Licensing

From:

Sent:

To:

07 January 2013 17:04

'colin.jones@

@capita.co.uk'

New YouTube Videos

TVL communications;

Subject:

This message has been archived. View the original item

Hi everyone,

Please find below the links to new TVL videos this week featuring EOs.

<http://www.youtube.com/watch?v=F6uRLniJms>

<http://www.youtube.com/watch?v=kKpWA-whVxg>

<http://www.youtube.com/watch?v=mnhAzANW3P0>

Digital PR Advisor & Community Manager

TV Licensing

From:
Sent: 14 January 2013 13:24
To: 'colin.jones' @capita.co.uk
Subject: New anti-TVL video featuring EO
"TVL communications;

This message has been archived. View the original item

Hi all,

A new video has appeared called 10 Reasons to cancel your TV Licence -
https://www.youtube.com/watch?feature=player_embedded&v=P71yRE4kqWM

It's is being spread around by various anti-tvl including a new anti-TVL Twitter account
<https://twitter.com/TruthVibes>

Digital PR Advisor & Community Manager
TV Licensing

>

From:

Sent:

To:

Subject:

24 January 2013 14:14

'collinjones@

capita.co.uk'

Ban the BBC on YouTube

AVL communications;

This message has been archived. View the original item

Hi folks,

Just flagging a video which has been brought to our attention before.

It features EOs but now has almost 45k views - <http://www.youtube.com/watch?v=xfHRhXW1hno>

How are we logging these videos? Do we think it's time to have an escalated conversation with YouTube to see what we can do?

Thanks very much,

Digital PR Advisor & Community Manager
TV Licensing

From:
Sent: 01 February 2013 11:29
To: 'collin.jones@capita.co.uk'; TVI communications;
Subject: New YouTube video featuring an EO

This message has been archived. View the original item

Hi all,

Here's a new video featuring the name and recording of an EO.

<http://www.youtube.com/watch?v=LLRU-T-78rg>

Digital PR Advisor & Community Manager

TV Licensing

From:

Sent:

To:

14 February 2013 13:23

'colin.jones

@capita.co.uk'

IVI communications;

Subject:

EO on YouTube

This message has been archived. View the original item

Hi all,

Another video uploaded today

https://www.youtube.com/watch?feature=player_embedded&v=Zcyd3D9icmM#at=87

Digital PR Advisor & Community Manager

TV Licensing

From:
Sent: 15 February 2013 12:27
To: 'colin.jones@capita.co.uk' TVL communications;
Subject: New EO Video 13/02

This message has been archived. View the original item

Hi all

One more EO video for you

<http://www.youtube.com/watch?v=CoOLaSxnLF0>

Digital PR Advisor & Community Manager

TV Licensing

From:

Sent:

To:

01 March 2013 10:25

'collin.jones

@capita.co.uk'

TVI communications;

Subject:

YouTube video featuring EOs

This message has been archived. View the original item

Hi all,

Here's another montage of archive EO footage that has appeared on YouTube

<http://www.youtube.com/watch?v=dqAhlWobiDc>

Digital PR Advisor & Community Manager

TV Licensing

From:

Sent:

To:

05 March 2013 11:49

'collinjone:

@capita.co.uk'

; TVL communications;

Subject:

EO video on YouTube

This message has been archived. View the original item

Hi all

Another EO video has appeared - I'll continue to log them internally

https://www.youtube.com/watch?feature=player_embedded&v=iqTahesGfCk

Thanks very much,

Digital PR Advisor & Community Manager

TV Licensing

From:

Sent:

To:

Subject:

13 March 2013 13:51

'collinjones@

capita.co.uk'

Video with named EO

TVI communications;

This message has been archived. View the original item

Hi all,

This has previously been reported but I believe we have the grounds to have it taken down as it has names and photos.

<http://www.youtube.com/watch?v=V25sG9Z0mk>

Digital PR Advisor & Community Manager

TV Licensing

From: (

Sent: 08 April 2013 10:10

To: Jones, Colin (TVL);

TVL communications; TVL - PR Queries

Subject: Video with EOs and sharing of caplta address

Hi folks,

<http://www.youtube.com/watch?v=dqAhlWobiDc&feature=youtu.be>

This video has been flagged before

From:

Sent:

To:

Subject:

03 May 2013 11:54

'collin.jones@capita.co.uk'

YouTube video featuring an EO

TVL communications;

This message has been archived. View the original item

Hi all,

Just one video this week starring an EO.

<http://www.youtube.com/watch?v=qmG0vZdky0A>

Digital PR Advisor & Community Manager

TV Licensing

Attachments:

Image003.jpg

(7 KB)

From:

Sent:

To:

Subject:

16 May 2013 15:36

'collin.jones

@capita.co.uk'

Video with EO on YouTube

/TVL communications;

This message has been archived. View the original item

Hi all,

A video to report.

https://www.youtube.com/watch?feature=player_embedded&v=6xB3UHOIOJc

Digital PR Advisor & Community Manager

TV Licensing

Attachments:

Image003.jpg

(7 KB)

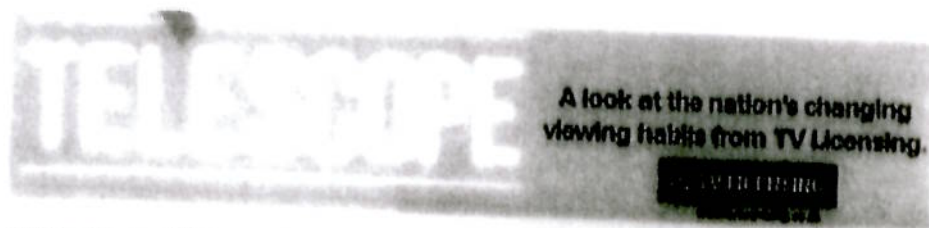
From:
Sent: 28 May 2013 13:38
To: 'collin.jones' @capita.co.uk
Subject: EO video on YouTube

Hi all

Another video on YouTube with an EO in.

<https://www.youtube.com/watch?v=cjTfSnOUXI>

Digital PR Advisor & Community Manager
TV Licensing



Our Telescope 2013 report is now available at www.tvlicensing.co.uk/telescope2013

From:

Sent:

To:

28 May 2013 14:06

'colin.lones@capita.co.uk'

'@capita.co.uk'

/TVL communications;

Subject:

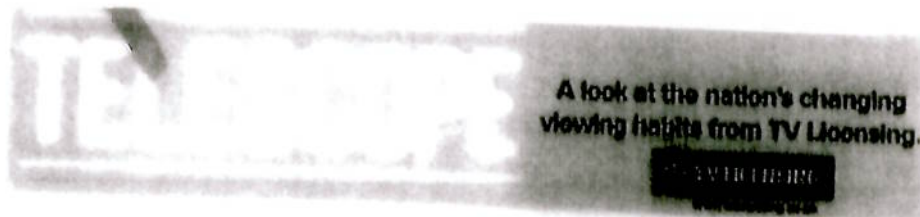
New EO videos on YouTube part two

<http://www.youtube.com/watch?v=jNEvewHUgY4>

<http://www.youtube.com/watch?v=6xB3UHOIOJc>

Thanks

Digital PR Advisor & Community Manager
TV Licensing



Our Telescope 2013 report is now available at www.tvlicensing.co.uk/telescope2013

From:
Sent: Jones, Collin (TVL)
To: 29 May 2013 16:02
Subject: RE: Video of EO on YouTube

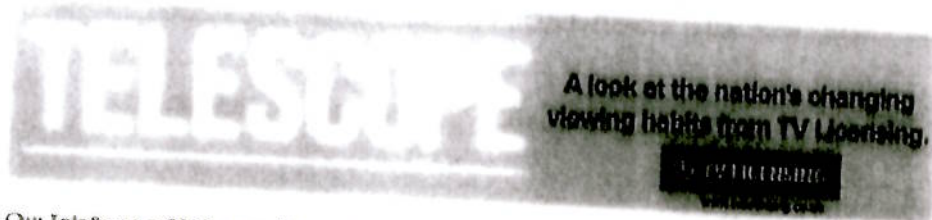
thanks

Colin

From:
Sent: 29 May 2013 14:47
To: Jones, Collin (TVL)
Subject: RE: Video of EO on YouTube

No worries, all done

Digital PR Advisor & Community Manager
TV Licensing



Our Telescope 2013 report is now available at www.tvlicensing.co.uk/telescope2013

From: Jones, Collin (TVL)
Sent: 29 May 2013 14:45
To:
Cc: TVL communications; TVL - PR Queries (FVE)
Subject: RE: Video of EO on YouTube

Hi

Thanks - haven't looked at it yet but could I ask you to also copy in

and

going forward

Thanks

Colin

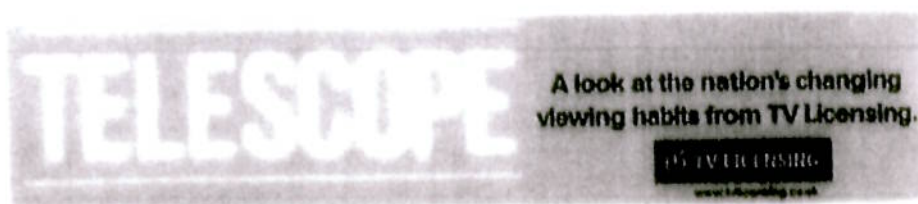
From: (.....)
Sent: 29 May 2013 14:41
To: Jones, Collin (TVL); 1.....
Subject: Video of EO on YouTube; TVL communications; TVL - PR Queries

Hi all

A new video has gone up today.

<http://www.youtube.com/watch?v=x4GhP-rrdpM&feature=youtu.be>

Digital PR Advisor & Community Manager
TV Licensing



Our Telescope 2013 report is now available at www.tvlicensing.co.uk/telescope2013

<http://www.bbc.co.uk>

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From:

Sent:

To:

24 June 2013 17:31

'colin.jones'

TVL communications;

Subject:

@capita.co.uk'
Video with EO

Hi all,

This has popped up today for Capita to report.

Thanks

<http://www.youtube.com/watch?v=AAW38tjUh6I&feature=youtu.be>

Digital PR Advisor & Community Manager
TV licensing

...
real life excuses
brought to you by
tv licensing

View the new 'Excuses' campaign on our new YouTube channel - youtube.com/TVlicensing

