



Information Policy & Compliance  
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Mr Hillas  
Via email: [request-201827-adba095f@whatdotheyknow.com](mailto:request-201827-adba095f@whatdotheyknow.com)

8<sup>th</sup> April 2014

Dear Mr Hillas

**Request for Information – RFI20140430**

Thank you for your request of 13<sup>th</sup> March 2014 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

*"This is a request lodged under the Freedom of Information Act 2000 for full disclosure and publication of the annual Service Improvement reports for 2013 lodged by Capita with the BBC as set out in the Service Provision Agreement between the BBC and Capita."*

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 Ltd ('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. Marketing and printing services are contracted to Proximity London Ltd. Media services are contracted to Mediaedge:CIA International Limited ("MEC"). The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

I can confirm under section 1(1) of the Act that the BBC does not hold any recorded information that is relevant to your request.

**Appeal Rights**

If you are not satisfied that the BBC has 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 under the Act 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 SK9 5AF. Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) or see <http://www.ico.gov.uk/>.

Kind regards

Rupinder Panesar

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

