

Not relevant

From: S40(2)
Sent: 06 July 2016 16:43
To: S40(2)
Subject: Lines

As requested S40(2) let me know if you need further details.

The SRP reports are all in Excel format and therefore exempt information those documents was redacted, either by 'whiting out' the text or placing a text box over the relevant details. The reason why the exempt information was not deleted is because this affected the formatting of the data. Once the redactions were made, each report was converted to PDF and I checked the PDF documents to confirm that the redacted information could not be viewed or edited. I also had several offline conversations with the advisor requesting that they test the Field reports to make sure the redacted information could not be accessed.

The response and disclosures were emailed to the IR adviser, FOI Advice and S40(2) on 26th February. Following an ongoing review of the information by Information Rights, the response was eventually sent on 5th July. On 6th July, it was discovered via a tv-licensing.blogspot.co.uk article about the publication of the SRP on the WDTK website that it is possible to copy the redacted information and paste this into a new document, thereby allowing the viewer to access the redacted information.

Regards

S40(2)

S40(2) | BBC TV Licensing Management Team | The Lighthouse,
Media Village, 201 Wood Lane, London W12 7TQ | Mobex: S40(2) | Tel: S40(2)

From: S40(2)
Sent: 06 July 2016 15:27
To: Pipa Doubtfire
Cc: S40(2)
Subject: Issue with redacted information for SRP pack on WDTK.com - urgent please read
Importance: High

Hi Pipa

I've left a couple of messages for you to give me a call back when you are free. I wanted to let you know that there has been an issue with the SRP pack for March 2015 which is now up on the WDTK.com site. The information has not been "locked" before it was sent out so the redacted information can be seen if you delve deeper into the document. Here is the link for where the information appears on WDTK.com:-

https://www.whatdotheyknow.com/request/monthly_performance_pack_2#incoming-834403

Cause of issue

- Normally S40(2) would have deleted information to be redacted, converted a Word document into a PDF and locked it before sending it to IPC.
- As this information was Excel, and deleting it was causing formatting problems, he sent it to IPC and asked S40(2) the advisor, to lock the documents before sending out.
- Before the release of the documents, S40(2) left the BBC and it appears that S40(2) advisor, did not lock the documents before sending. Obviously in future, S40(2) will lock all documents, of any format, before sending to IPC.

Actions underway

- S40(2) is looking at what can be done to address this but I think options are limited at this point.
- S40(2) and Peter Farrell wanted to inform Anne but I've asked them to hold off until you and I have had chance to speak.
 - S40(2) is compiling a bullet point list of what information should have been redacted for ease of reference which I will send over to you once complete.

TV Licensing blog

The TV Licensing blog (tv-licensing.blogspot.co.uk) has published an article about the number of search warrants applied for in 2015, following the publication of the TVL Performance Pack FOI in WDTK. The text is reproduced below for info.

Yesterday the BBC released a copy of the TV Licensing Performance Pack for March 2015 in response to a Freedom of Information request by Nathan Gregory ([see request at WhatDoTheyKnow.com](http://www.whatdotheyknow.com)).

The Performance Pack, just as the name implies, contains all manner of data about TV Licensing's performance at administering and enforcing the TV licence fee.

Page 29 of the Field Performance Pack, which you can view [here](#), contains data about the number of search warrant applications made by TV Licensing in the 12 months to 31st March 2015.

A cursory glance at that page seems to suggest that the key statistics, which the BBC always refuses to divulge, have been redacted, but actually the data is still available if you drill down a little deeper into the document.

We have reproduced the key data in [this table](#), which we'd encourage you to download and share.

For your convenience, the edited highlights for 2014/15 are as follows:

- Just as we suspected, there were no search warrants applied for in Scotland.
- In the whole of the UK there were only 351 search warrants requests made by TV Licensing's Field Enforcement Division to the TV Licensing Legal Team. Of those TV Licensing made 256 search warrant applications to the courts, of which only 167 were actually granted.
- Of the 167 warrants granted, only 115 of those were executed (97 successfully, 17 unsuccessfully, 1 unknown).
- In London, there were only 2 search warrants granted by the court.

One can only imagine the BBC's immense frustration that these figures - which the Corporation has sought desperately hard to keep hidden for years - have finally been released publicly due to its own incompetent oversight (not unlike [this earlier case](#) actually).

These statistics finally confirm, once and for all, that TV Licensing search warrants really are rarer than hen's teeth.

Certainly anyone who does not legally need a TV licence, should not be unduly concerned by the threat of a search warrant.

Best wishes

From: [S40\(2\)](#)
Sent: 06 July 2016 14:52
To: [S40\(2\)](#)
Subject: Location of disclosures on WDTK

Here's the link https://www.whatdotheyknow.com/request/monthly_performance_pack_2#incoming-834403

[S40\(2\)](#) | BBC TV Licensing Management Team | The Lighthouse,
Media Village, 201 Wood Lane, London W12 7TQ | Mobex: [S40\(2\)](#) | Tel: [S40\(2\)](#)

From: 340(2)
Sent: 06 July 2016 17:14
To: 340(2) John Shield – Comms
Cc: 340(2) Pipa Doubtfire
Subject: RE: Issue with redacted information for SRP pack on WDTK.com - urgent please read

Thanks. 340(2)

If asked about search warrants we would say: We have always been open on applying for search warrants only in rare circumstances where other most cost-effective and less intrusive enforcement methods have been exhausted.

WOIRA (withdrawal of implied right of access which prevents TVL visiting an address): we have previously released WOIRA information but not quite to this level of detail. If asked about this information (16k addresses suppressed from visiting in March 2015) we would say: If individuals withdraw the right of access to visit, TV Licensing will use detection on those addresses.

Best wishes

340(2)

From: 340(2)
Sent: 06 July 2016 17:01
To: 340(2) John Shield – Comms
Cc: 340(2) Pipa Doubtfire
Subject: RE: Issue with redacted information for SRP pack on WDTK.com - urgent please read

Thanks 340(2) We just spoke. I'll have a look.

From: 340(2)
Sent: 06 July 2016 16:49
To: John Shield – Comms; 340(2)
Cc: 340(2) Pipa Doubtfire
Subject: Issue with redacted information for SRP pack on WDTK.com - urgent please read
Importance: High

Hi both

I've wanted to flag up an urgent issue to you. The monthly TVL performance pack for March 2015 which was released by the BBC yesterday to What.Do.They.Know.com was not in the correct format and information which had been redacted can be seen if you know the commands to use to access it within the document. The documents can be seen on the site here:-

https://www.whatdotheyknow.com/request/monthly_performance_pack_2#incoming-834403

The TV Licensing blog (tv-licensing.blogspot.co.uk) has published an article about the number of search warrants applied for in 2015 (text reproduced below for info.)

Although there is a lot of detailed information on the number of evaders caught and sales made, the most sensitive information is probably around search warrants and the number of people who have withdrawn their implied right of access for us to visit their addresses. We would not have wished to release the number of search warrants applied for and executed, but the numbers do not contradict our public position which is that we apply for search warrants rarely as we would always exhaust other more-cost

effective and less intrusive routes before using search warrants. On WOIRA numbers, we have published some of this information before so I don't think it's a big issue.

540(2) and Peter Farrell are aware.

542 and Peter want to brief Anne on this before the end of the day. I have emailed Pipa to make her aware and hoping to speak to her shortly. Let me know if you have any immediate queries.

Further information on TV Licensing blog

The TV Licensing blog (tv-licensing.blogspot.co.uk) has published an article about the number of search warrants applied for in 2015, following the publication of the TVL Performance Pack FOI in WDTK. The text is reproduced below for info.

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We have reproduced the key data in [this table](#), which we'd encourage you to download and share.

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One can only imagine the BBC's immense frustration that these figures - which the Corporation has sought desperately hard to keep hidden for years - have finally been released publicly due to its own incompetent oversight (not unlike [this earlier case](#) actually).

These statistics finally confirm, once and for all, that TV Licensing search warrants really are rarer than hen's teeth.

Certainly anyone who does not legally need a TV licence, should not be unduly concerned by the threat of a search warrant.

Best wishes

540(2)

From: S40(2)
Sent: 06 July 2016 18:49
To: terry.boynes S40(2) ; alison.roberts S40(2) colin.jones. S40(2)
Cc: Pipa Doubtfire; S40(2)
Subject: Issue with redacted information for SRP pack on WDTK.com - urgent please read
Attachments: SRP redacted information.docx

Importance: High

Hi all

Good to talk to you this evening Terry and Colin (Alison, I've left you a voicemail).

As spoken, I'm getting in touch with you this evening on behalf of Pipa S40(2)
S40(2) Unfortunately, we have an issue with the SRP pack which was released yesterday to the WDTK.com site and can be seen here:

https://www.whatdotheyknow.com/request/monthly_performance_pack_2#incoming-834403

Due to human error the PDFs sent were not correctly "locked" which meant that if you copy and paste the redacted areas to a Word document the redactions become visible. FYI, there were no redactions made under S43 for commercial confidentiality and no redactions were made for personal information so the exemptions cited were S31, i.e. law enforcement. I've attached a list of headings for reference so that you can see the top line of what has been released.

This came to our attention because the TV Licensing blog (tv-licensing.blogspot.co.uk) has picked up on this and has published an article about the number of search warrants applied for in 2015 (text reproduced below for info.) The legal team at the BBC have already asked WDTK to take down the information but have had no response as yet so further options are being explored.

The most sensitive information is the number of search warrants and the detailed information on WOIRA. We would not have wished to release the number of search warrants applied for and executed, but the numbers do not contradict our publicly stated position which is that we apply for search warrants rarely as we would always exhaust other more-cost effective and less intrusive routes before using search warrants. On WOIRA numbers, we have published total numbers before but not the detail contained in the SRP pack.

Please call me if you would like to discuss this evening or if you are concerned about particular information on the pack.

Best wishes

S40(2)

Further information on TV Licensing blog

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Certainly anyone who does not legally need a TV licence, should not be unduly concerned by the threat of a search warrant.

Field Reports 2013; 2014 and 2015

The following information has been redacted but can be copied and pasted into a new document:

Headings page

- "Sales Analysis"
- "Visiting Sales Yields"
- "Visiting Sales by Month and Activity"
- "LNP"
- "TVL Field 'Capita Sales Only' Performance -- Visit Results Summary Report"
- "TVL Field 'External SO' Performance -- Visit Results Summary Report"
- "Visits Made By Type -- Sales"

Page X - Reply Codes

- Evader Caught (Scotland Single EO visit) 9A
- Contact Made with 'claimed' Sale ('Sales Only' visit) 9S
- Contact Made with no Sale ('Sales Only' visit) 9N

Page X -- Field summary (figures by month -- total; EO; SO and G4S)

- Headcount
- All FTEs
- Visit FTEs
- Non Visiting FTEs
- Visits
- Sales
- Sales Yield
- Code 9 & 9P yield
- LNP

Page X -- Field position (figures by month)

- Field Position - variance on Code 8s
- Total Gross Sales - Broken down by Enforcement FBM and Sales FBM
- Actual Sales, Expected revenue and BBC Field Sales Targets broken down by as follows:
 - Enforcement Sales
 - Capita Sales Only
 - Commercial Sales
 - Hotel & Multi Sales (Oracle)
 - Misc
 - Total Visiting Sales
 - G4S Sales
 - Prong
 - Variance

Page X - Visiting Sales Yields by Visit Month and Activity (figures by month)

- Summary of Visit Volumes, Capita & Enforcement Sales Volumes and % Sales Yield summary
 - Volumes broken down by type (Code 8, 9S, 9&9P and other)
 - Yield by All Sales, Sales Only, Total Code 8 & 9P, G4S and Prong FF9 Sales

Page X -Visiting Sales By Purchase Month and Activity (figures by month)

- Summary of Enforcement, Capita Sales, External Sales, Prong Sales and Other Field Sales (Hotel/Misc/G4S)
 - Volumes broken down by type (Code 8, 9S, 9&9P and other)
 - Breakdown by Sales by Scheme

Page XX- LNP (by month)

- Breakdown of LNP as % of all Sales, EO Sales and SO Sales
 - Volumes broken down by RFI Code (e.g. Non Renewal, Dealer Notification etc)

Page XX – Monthly Visit Utilisation By Activity in Hours

- Summary of EOs, SOs, Commercial, Hotel/Multi, Other and Care home activity

Page XX – G4S Activity

- Data Cleanse and Door Drop Visiting Outcomes

Page XX – TVL Field Performance – Visit Results Summary By EO, SO and External SO

- Following Definitions:

Contact Made with 'claimed' Sale ('Sales Only' visit)	9S
Contact Made with no Sale ('Sales Only' visit)	9N
- All result/Outcome figures by country (by Month/YTD) and Evader caught strike rates

Page XX– NLN Visit Activity

- Figures for visits loaded, allocated, suppressed and completed
- Monthly visit results broken down by outcome

Page XX – Visit Pot Analysis

- Figures for RFI broken down by Code 8 Yield; EO Sales Yield; SO Sales Yield; Search String; Availability and Out with Officer

Page XX – Visits Loaded by Type

- Figures for specific type of Visit by month and total compared to previous FY
- 'Scheme Players ' heading

Page XX – Visits Made by Type

- Figures for specific type of Visit by month and total compared to previous FY broken down by Enforcement and Sales

- 'Scheme Players ' heading

Page XX -- Case Results

- Search warrant applied for, granted, Executed, Successful and Unsuccessful by Country FY/YTD
- Search warrants submitted by Field by Region
- Outcome figures

Page XX -- Analysis of Court Activity

- Costs received per month
-

Front Office 2013, 2014 and 2015

- Names of campaigns e.g. 2nd Reminder, Churn etc

Summary 2015

- Following lowlights (redacted text highlighted):

Business NLN Refresh Mailings impacting call volumes on Fridays due to the response to the 2nd letter. Split out to 3 day drop in April.

Continuing issue with DCA Exit meant outbound dialling did not start until 17th March.

Case & Prosecution Management data issues have caused this to be suspended whilst this work is fixed. Due to restart w/c 7th April 2015.

- March 2014 – March 2015 – figures for suppressions (WOIRA; Vulnerable person; 075; No Set and Disability)

Summary 2014

- Following lowlight (redacted in full):

We have seen an increase in the number of applicants turning down an offer of interview. Although we cant prove direct correlation, we have also taken a number of calls questioning the security of the role in light of the decriminalisation debate. Reasons for cancellation will be captured in the future.

Glossary Pack

Following terms and definitions (redacted text highlighted):

- Capita Sales Only Sale – Sales from visits by Sales Only Officer
- Third Party Sales Only – Sales from visits by BBC 3rd party officers
- Strike rate – Percentage yield of code 8's from Enforcement visits
- 9S - Contact Made with 'claimed' Sale (Sales Only Visit)
- 9N - Contact Made with no Sale (Sales Only Visit)
- 9R - Contact Made Refused to Purchase
- Unconfirmed No Set Challenge - Enables manual selection of RFI 25 type visits, no longer routinely used since change of visit generation to 4 weeks from 1 yr

Contact Made with 'claimed' Sale ('Sales Only' visit)
 Contact Made with no Sale ('Sales Only' visit)
 Contact Made Refused to Purchase
 Confirmed No Set
 Interviewee Gone Away / Confirmed No Set
 Interviewee Moved Away / Confirmed No Set
 Confirmed Mono Set
 Unconfirmed Mono Set
 Premise Non Existent
 Interviewee Gone Away / Premise Non Existent
 Interviewee Moved Away / Premise Non Existent
 Business Premise No Set
 Interviewee Gone Away / Business Premise No Set
 Interviewee Moved Away / Business Premise No Set
 Premise Unoccupied
 Interviewee Gone Away / Premise Unoccupied
 Interviewee Moved Away / Premise Unoccupied
 Licence Seen/Held
 Interviewee Gone Away / Licence Seen/Held
 Interviewee Moved Away / Licence Seen/Held
 Licence Seen/Held: Amendment Required
 Interviewee Gone Away
 Interviewee Moved Away
 Confirmed Occupied
 Unable to gain access due to Intercom
 Detection visit Required
 Search Warrant Requested
 Not Resolved (TVL43 letter left, etc.)

1C

16

Field RFI Codes

Field RFI Code No.

1

2

3

RFI Name

Non Renewal

Dealer Notification (Mono)

Dealer Notification (Colour)

Visit Reasons For Investigation (RFI)

Where a Counter foil licence has expired
 Where a dealer has notified that a new receiver has been purchased.

Where a dealer has notified that a colour receiver has been purchased.

Third Party Sales Only Sale

Strike rate

Prong "FF9"

Licensable Visits

Field Visit C

Evader Caught (Statement Taken)

Evader Caught (Scotland Single EO visit)

From: SL0(2)
Sent: 07 July 2016 10:25
To: SL0(2)
Subject: RE: URGENT: TV Licensing Blog - accessed redacted information - Search Warrants

Follow Up Flag: Follow up
Flag Status: Completed

Hi SL0(2)

Thanks for picking this up so quickly. As spoken, can you please keep an eye on the blog for the foreseeable future. Also, can you change the heading on the updates when you send out?

Thanks

SL0(2)

From: SL0(2)
Sent: 07 July 2016 10:02
To: SL0(2)
Cc:
Subject: RE: URGENT: TV Licensing Blog - accessed redacted information - Search Warrants

Hello all,

Just to let you know, the TV Licensing Blog has posted another article based on the information in the 2015 Field Performance Pack. This one looks at the prosecution costs awarded to Capita and court activity in 2015. Article can be read [here](#). Text copied below for ref.

Many thanks,

SL0(2)

Data released by the BBC reveals that TV Licensing operations contractor, Capita Business Services Ltd, is awarded £120m in prosecution costs every year.

This information appears in the TV Licensing Field Performance Pack for March 2015, which was released by the BBC in response to a recent Freedom of Information request. Unfortunately for them, the chimp they hired to do the redactions wasn't very effective at its job.

Part of Capita's role as operations contractor is to prosecute those individuals accused of TV licence evasion. Those convicted of the offence are normally fined and ordered to pay a contribution towards prosecution costs. In TV licence cases the true prosecution costs are minimal, but that doesn't deter Capita from making an inflated, in our opinion, standard costs request of £120 per case (at time of writing, for cases dealt with at the first hearing). In most cases, the court will succumb to that request.

The BBC has previously confirmed that prosecution costs awarded by the court are retained by Capita and are intended to "reimburse the prosecutor and not enrich them". Given the massive sums involved, we suggest that Capita has a clear vested interest in dragging as many people to court as possible, however tenuous the evidence against them.

The overwhelming majority of those prosecuted for TV licence evasion are financially disadvantaged, which makes it particularly galling that Capita, a FTSE 100 company that made £639m in profit in 2014-15, generates such massive revenue at their expense.

Data obtained by the TV Licensing Blog reveals that Capita was awarded £118.2m in prosecution costs in the financial year 2014-15. Of that, some £73.8m was actually recovered by the court and paid to Capita. The BBC has noted that these figures should not be released publicly (oops) because the revelation that the courts are sluggish at collecting prosecution costs might encourage evasion (oh dear).

View the TV Licensing Analysis of Court Activity 2014-15 [here](#).

The data confirms that Capita routinely withdraws about 10 percent of all cases laid before the court. Bear in mind that TV Licensing prosecutes very few of the people it accuses of TV licence evasion. Ministry of Justice data indicates that only about 40 percent of those TV Licensing claim to be evading the fee are actually convicted of the offence (see [this earlier post](#)).

540(2)
Twitter: Follow [@TVLicensingNews](#) for news and updates
YouTube: Visit our YouTube channel at [youtube.com/TVLicensing](#)

BBC

For all of us.

From: 540(2)
Sent: 06 July 2016 13:41
To:
Cc: 540(2)
Subject: RE: URGENT: TV Licensing Blog - accessed redacted information - Search Warrants

Thanks 540(2) - yes just caught up with 540(2). He said he'd just bumped into you in any case and agreed to wait until you've briefed Pipa before we flag to Capita.

540(2) and I are compiling the list of redacted information now so will share once complete.

540(2) now cc'd for ref.

Many thanks,
540(2)

540(2)
Twitter: Follow [@TVLicensingNews](#) for news and updates
YouTube: Visit our YouTube channel at [youtube.com/TVLicensing](#)

BBC

For all of us.

From: 540(2)
Sent: 06 July 2016 13:31
To: 540(2)