



Information Policy & Compliance
bbc.co.uk/foi

Peter Jones
request-7352xxxxxxxxxx@xxxxxxxxxxxxxxxxxxx

20 June 2011

Dear Mr Jones,

Request for Information – RFI20110625

Thank you for your recent email, received 31 May 2011, requesting information under the terms of the Freedom of Information Act 2000 (“the Act”).

Before I respond to your questions, it may be helpful if I first explain the nature of the relationship between TV Licensing and the BBC. “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 (which undertakes the majority of the administration of the TV Licensing system), with the administration of our cash related payment schemes contracted to iQor UK Limited. PayPoint Network Ltd and PayPoint Collections Ltd are contracted to provide over-the-counter services. Marketing and printing services are contracted to Proximity London Ltd as are public relations and advertising services. The latter are subcontracted by Proximity to Fishburn Hedges Boys Williams Ltd, Abbott Mead Vickers BBDO Ltd and PHD Media Ltd. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

You have requested the following information:

“Please provide me with the names of all TVL representatives that have been convicted of criminal offences committed during the course of their TVL duties since the year 2000. Also provide details of the offences they have been convicted of. My request extends to those employed by TVL's sub-contractors, who the BBC as Licensing Authority are still legally responsible for the actions of.”

You have used the term ‘TVL representative’ in your query, and I have interpreted that as referring to TV Licensing enquiry officers. Please advise if this interpretation is incorrect.



INVESTOR IN PEOPLE

Since 2005, in addition to the two individuals you have identified in your request, nine TV Licensing enquiry officers have been convicted of criminal offences committed during the course of their TV licensing duties. All nine convictions were for fraud / theft related offences. I would note that TV licensing employs a large number of enquiry officers and that these nine individuals (together with the two you have identified) therefore represent a very small proportion of the total group. Further, I would note that the criminal activity of each of these individuals was discovered by TV Licensing itself through the use of robust fraud auditing processes.

Aside from the two individuals you have specifically mentioned, I am unable to provide you with the names of the remaining nine individuals. This is because personal information of which other people are the subject is exempt from disclosure under section 40(2) (personal information) of the Act, because its disclosure would breach the first Data Protection principle (fairness and lawfulness) as set out in Schedule 1 of the Data Protection Act 1998 (available at www.opsi.gov.uk). I am therefore not obliged to communicate this information to you under the Freedom of Information Act.

Your appeal rights

This enquiry has been dealt with under the terms of the Freedom of Information Act, as indicated above. 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 the reference number given at the start of this letter. If you are not satisfied with the internal review, you may appeal to the Information Commissioner, whose contact details are as follows: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; telephone: 01625 545700; www.ico.gov.uk.

Yours sincerely,

Dan McGregor

Senior Policy Adviser, TV Licensing Management Team