

TV LICENSING

VISITING PROCEDURES

COMMERCIAL IN CONFIDENCE

Document Number: PS-0004

Author: Visiting Workshop

Version: Various per chapter. Contact the Policy Team for current version information.

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Overview of Visiting

- 1.0 These documents provide a set of procedural instructions to be followed by all Capita staff who carry out TV Licensing Redacted under section 31 ("law enforcement") of the Freedom of Information Act visiting, referred to as Visiting Officer (VO) throughout these instructions.

The need to treat each visit confidentially and to make the enquiry without causing offence is paramount.

- 1.1 All staff need to be aware that they are expected to behave in a professional manner that does not compromise the reputation of the customer or Capita. The Visiting Officer Code of Practice is listed in 1.2 below.

As a part of Capita's responsibilities to ensure that TV Licensing staff are following the highest possible standards, work will periodically be checked. If malpractice is discovered, this will be challenged. This could result in disciplinary action of the individual concerned.

- 1.2 When making a visit, visiting staff are expected to:-
1. always prove their identity by showing their identity card and on request, provide a telephone number so that this can be confirmed.
 2. always state why they are visiting.
 3. be polite and courteous at all times. This extends to any notes written about the customer/interviewee on the Visit Request.
 4. conduct enquiries firmly and fairly and in the least intrusive way possible.
 5. never threaten or intimidate and to stop the enquiry if asked to leave.
 6. only enter a property when given permission.
- 1.3 The Visiting Manager should be contacted if the Visiting Officer is unsure of any aspect of the procedures and no assumptions should be made. If in doubt, ask.

Preparation for Visiting

- 2.0 Visiting Officers should plan the sequence of visits **to minimize travelling time and to make the best use of available transport, but** with due regard to personal safety. The prioritisation of visits is subject to the agreement of the Visiting Manager. This includes resolving those visits where definite personal knowledge of the address concerned can resolve the visit without attending the address. When preparing the sequence of visits, these must be planned to be made at those times of the day when an answer is most likely to be obtained in the areas being visited. Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 2.1 When planning visits for the day full use should be made of any maps available. All staff must be aware of copyright relating to maps and that photocopies must not be taken without permission from the publisher.
- 2.2 The VO should ensure that adequate supplies of stationery are available. If stock on hand is low, this should be re-ordered within current timescales.
- 2.3 It is the VO's responsibility to ensure that all cancellations are actioned including asking for and actioning those cancellations received during days off.
- 2.4 **Items to be taken when visiting:**
- | | | |
|-----------|----------------------------|-------------------------------|
| ID card | Records of Interview | Visits requests |
| Envelopes | Receipt book | Black pens |
| Leaflets | Clipboard | Mobile phone |
| Watch | Cash Easy Entry cards | Phone charger |
| Torch | Cash Easy Entry rules card | Application forms |
| | | Cash Easy Entry control sheet |

Method Of Transport

- 2.5 Officially supplied vehicles, pool cars, private cars and public transport should be used as directed by the Visiting Manager. Private cars must be fully insured for business use, roadworthy and registered with their Visiting Manager for insurance purposes.

Redacted under section 31 ("law enforcement") of the Freedom of Information Act
arrangements must be made to keep mileage incurred to a minimum. This includes choosing a meeting place convenient to the area to be visited. Any event, which causes mileage incurred to be greater than reasonably expected, should be noted on the log sheet.

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- 2.6 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 2.7 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Visiting Officers should make all reasonable efforts to resolve an enquiry on the first visit.

Logging Of Calls (Previous day's work)

- 3.0 Details of each call must have been recorded upon the visit request form concerned. (See Chapter 12 for the appropriate reply codes). The VO's Visiting Party Number (VPN), date and time of the visit must also be accurately recorded. A VO must never use another VO's VPN. As the VPN is pre-printed, each VO must ensure that the correct VPN has been noted on each completed visit before it is returned.

Failure to do so will lead to visit results, Redacted under section 31 ("law enforcement") of the Freedom of Information Act and incentive scheme payments being wrongly credited to individual Visiting Officers Redacted under section 31 ("law enforcement") of the Freedom of Information Act.

- 3.1 The total number of visits made must also be recorded upon the Visiting Officers weekly log sheet.
- 3.2 All completed visits are to be returned to the TVL Field Business Centre at the start of the next day. On the last working day of the week, that day's work is to be posted to the TVL Field Business Centre at the end of the duty.

Security

- 3.3 Apart from their own personal security, VO's are also responsible for the security of documents and valuables under their control at all times. When out visiting, these must not be left in view in a vehicle, Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Once the Visiting Officer has signed for their equipment (e.g. mobile phone, PDA) and any supporting items, they will be expected to look after this company property in a professional and sensible manner. The acknowledgement form states that the Visiting Officer is responsible for all company property and any negligent action resulting from loss or misuse could result in disciplinary action being taken, and/or the total cost being deducted from the employee's salary.

Only phones issued by Capita may be used for business use. Sim cards are not to be transferred to personal phones.

If you need to carry a personal mobile phone this must be out of sight at all times and under no circumstances should it be used in the presence of a customer.

When visiting a Capita site all mobile phones with a camera facility must be declared at reception and the Local Site Security Officer may ask for them to be handed over. They will be securely deposited and a receipt will be given.

Return of equipment.

- 3.4 It is the responsibility of the person who has been allocated any equipment to return the items including any CEE cards and control sheets personally to their Manager on their last day of service or on a specified date previously agreed. In the exceptional circumstances whereby an individual is unable to meet up with their Manager then the equipment can be returned by Special Delivery.

VO's should note that the total cost of any unreturned equipment will be deducted, in full, from the employee's salary. Where it is not possible to return the equipment on the last day of service, the employee's Manager must be informed and an explanation given to when and how the equipment will be returned.

Identity Cards

- 3.5 The ID Card is a security item. The loss (or theft) of an ID Card must be reported to the manager immediately.

Temporary ID cards are issued to new recruits or persons observing VOs at work. They are not to be used as temporary replacement of a lost ID card.

Security Check Process

- 3.6 In order to confirm VO identity when telephoning the helpline, staff will confirm certain information before giving information.
- The VPN.
 - Confirmation of manager's name.

The helpline number is for visiting staff only, and must not be given to members of the public.

Please Note

- The TVL Field Business Centre should not be used for general visit enquiries.
- The TVL Field Business Centre should only be contacted if specific information is required on active or previous prosecution cases.

Staff Briefings

- 3.7 Operational procedures are subject to revision. In the event of such revision, an update will be issued. It is the responsibility of each Visiting Officer to ensure that instructions are read, understood and actioned.
- 3.8 From time to time staff briefings will be issued. In order to ensure that all relevant briefings are received, staff are responsible for completing a data verification questionnaire. Should personal circumstances change, (e.g. house move) it is the responsibility of the Visiting Officer to inform their manager of the change.

European Working Time Directive

- 3.9 In order to ensure compliance with the European Working Time Directive (EWTB), some key points are outlined below:
- Actual hours of attendance must be shown accurately on a log sheet.
 - A break of at least twenty minutes must be taken in every six hours of attendance.
 - The break time must be clearly shown on a log sheet.
 - There must be a gap of at least eleven hours between duty end time on one day and the commencement of duty the following day.
 - Anyone wishing to work for more than 48 hours in any week must complete an opt-out form. The individual, as well as the company, is responsible for ensuring that an opt-out form has been completed.

The individual, as well as the company is responsible, for ensuring that all health & safety and legal requirements are met.

It is recommended that on the grounds of Health and Safety no more than 10 hours are worked in any one day. When working more than 8 hours in order to maintain concentration and alertness breaks should be taken more frequently.

Tea breaks must not be taken at end of duty, they should be used to provide rest during the working hours.

Standard Of Dress

- 4.0 Staff throughout Capita are expected to conform to business standards of dress and tidiness. Clothes should be comfortable and suitable for seasonal conditions.
- 4.1 Capita expects staff to recognise that they come to work dressed in a way that is appropriate for the work they do. Staff need to be aware that their appearance has a significant impact on customers impression of the business and the client. A smart appearance is expected of all staff, normally a collar and tie for men and the equivalent for women. This is also the standard required whenever visiting a Capita site.
- 4.2 There should be no actual or potential health or safety risk to the individual or to others due to clothes, jewellery or personal accessories worn or carried.
- 4.3 **VO Visiting**
VOs must always look clean and smart and must dress appropriately for the area they are visiting - ties are not always appropriate for particular areas. VOs should give due consideration to varying their appearance within the scope of these guidelines, especially if this will result in an increased customer contact rate.
- 4.4 **Court Attendance**
Business dress, a smart suit / shirt / tie (not novelty items), is required for men. Women are required to wear the equivalent.
- 4.5 **Unacceptable Clothing**
The following items of clothing are not acceptable and must not be worn.
- Training Shoes or Flip-Flops
 - Denim clothing, Jeans / Jackets / Skirts / Dresses
 - Garments with large or obtrusive advertising logos, slogans, cartoons, or “Loud patterns”.
 - Baseball Caps.
 - Sportswear / tracksuits / shellsuits or Crop Tops.
 - Facial jewelry (except ear-rings).
 - Novelty clothing.
- Common sense should prevail for items not listed.
- 4.6 **Ethnic Dress**
Alternative forms or items of dress meeting the requirements of an individual's religious or ethnic customs are acceptable provided they meet the Capita requirements outlined above.

Race and Religion

- 5.0 The Race Relations Act 1976 makes it unlawful to discriminate against a person on the grounds of race, colour, nationality, ethnic or national origins. Discrimination is described as when one person is treated less favourably than another because of their race, colour, ethnic or national origin, gender or disability.

We all like to be described accurately and treated appropriately, however, by using - even inadvertently - inappropriate words or actions we can cause offence. The meaning of some words has changed over time, and some words that used to be acceptable in the past are no longer acceptable. If there is any doubt as to how a person should be addressed, they should be asked. The VO should also ask how unfamiliar names should be pronounced/spelt.

Personal Descriptions

- 5.1 For TV Licensing cases, it is not normally necessary to consider describing a person. There are however instances where a description of the person seen will be required. (In Scotland a description is required for every case and must be recorded upon the Record of Interview.) Great care must be taken in recording names and when noting a persons description. Any description made after an interview should either be noted on the Visit Request or on a separate piece of paper and must not be noted upon the Record of Interview.

When it is necessary to record the ethnic background of a person, the Magistrates Courts have adopted the nine point Office of Population and Census Statistics (OPCS) self classification ethnic monitoring system.

The nine points based on OPCS are:- White; Black Caribbean; Black African; Black other; Indian; Pakistani; Bangladeshi; Chinese; other.

These nine categories may be condensed to the following:- White; Black; Asian; Other; Not Known / Not Recorded.

In addition, if a country of origin is provided, then this should be noted.

Names and Naming Systems

- 5.2 The VO is not expected to know all the names and naming systems, but is expected to treat people with courtesy and to address them properly.

The VO needs to establish the full name of the customer. If in doubt, they should ask for the correct spelling / pronunciation of the customers name.

Details should be written clearly, if necessary in block capitals, so that work is unambiguous. Once written down, this should be shown to the interviewee to confirm it has been written correctly.

Health and Safety

- 6.0 Please note that in addition to these instructions, the Health and Safety Handbook and the Lone Worker Support System (LWSS) Instructions also contain valuable information concerning safety.
- 6.1 When undertaking TV Licensing enquiry visits, due regard must be given to personal safety at all times. Redacted under section 31 ("law enforcement") of the Freedom of Information Act the Risk Register that should be referred to on a daily basis before commencing visiting.
Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- In order to give officers additional, supplementary information, any dangerous addresses for postcode sectors selected will be printed on the header page. This information will relate to address, names, date and details of the incident.
- The risk register Redacted under section 31 ("law enforcement") of the Freedom of Information Act will continue to be included on the Central Planning postcode breakdown, which you receive with your visit allocation.
Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 6.2 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
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Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 6.3 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 6.4 Each VO is responsible for notifying the Visiting Manager as soon as possible after any incident takes place.
- 6.5 This risk register is regularly reviewed and the TVL Field Business Centre is responsible for issuing an update to all VOs in the relevant team, each time a new incident is reported. The VO must sign to confirm receipt of the updated risk register and destroy all previous issues securely.
- 6.6 The risk register must be reviewed at each VO/VM one-to-one to ensure that risk levels are appropriately recorded. Areas with no telephone reception should also be noted at this time.
- 6.7 If a VO is assaulted, this must be reported to the Police and Visiting Manager immediately.
- 6.8 For the LWSS to work efficiently, it is essential to sign on correctly, and to sign off at the end of each period of visiting / working day. Even when acting as second

officer or witness, sign on and off must take place.

Failure to log off correctly creates a warning that will be escalated to management.

Contingency measures for emergency situations

- 6.9 If a VO is working in an area that is affected by an exceptional emergency situation (i.e. terrorist attack) there is likely to be little or no notice of the situation. Any VO working in the vicinity of an affected area should leave immediately and where possible continue visiting elsewhere.
- 6.10 If a VO does not have access to alternative visits, the preferred option is to take advantage of the flexible working arrangements and cease work for the day.
- 6.11 If a VO insists on working they must contact their Visiting Manager and arrange alternative visits in another area. If the mobile network is affected by the incident, a landline should be used. If such visits are not available contingency arrangements may be implemented (see 6.12).
- 6.12 Alternative visits will initially be sent via text message. The VO must copy the details from the text message to a blank visit request and on receipt of printed versions of the visit, transfer the results and return them to the Regional Centre.

Mobile Phones when driving

- 6.13 CAPITA policy recommends that mobile phones are switched off whilst driving and the voicemail facility be used. No manager shall require an employee to make or receive a call whilst driving. Employees are advised to stop frequently to combat fatigue and to take this opportunity to collect and make any necessary calls.

All vehicles should always be parked with the engine switched off when using a mobile phone- either with or without a handsfree device.

An employee does not contravene this policy if they are calling the emergency

services in response to a genuine emergency and it is unsafe/impracticable for them to cease driving to make the call.

Avoiding slips, trips and falls

6.14 VOs must at all times be aware of the potential risk from wet, uneven and unfinished surfaces. In order to reduce the likelihood of personal injury resulting from slips, trips and falls VOs must always assess the safest route to take whilst visiting.

As with all items of clothing VOs must ensure that footwear is appropriate for the weather conditions and the area being visited.

Field Communication Channel

7.0 For Field Staff without access to email, the TVL Communications team have set up a dedicated telephone number for staff to ring. This enables ideas, suggestions, questions and comment to be fed to the communications team. Most business matters should be discussed with the manager in the first instance.

Guidelines for dealing with the media

- 7.1 1) If a journalist or camera crew approaches a Visiting Officer, they must
- remain calm
 - Explain that they do not wish to be filmed and ask politely if they will stop. Explain that they are not authorised to take part in filming or interviews.
 - Ask the journalist to contact the TV Licensing press office.
 - Tell the Visiting Manager.

If the journalist then proceeds to ask for information, this should not be given. Details of the journalist should be taken, and the journalist advised that someone will get in touch. These details should be passed to the TV Licensing press office with the following:

- The journalist's name
- The journalist's telephone number(s)
- The name of the newspaper, journal, radio station or television station the journalist works for
- The information the journalist wants (ie, the questions being asked)
- The journalist's deadline (if possible).

Inform the Visiting Manager about the action taken, in full.

2) If, when carrying out a visit, the person being questioned at the unlicensed address identifies themselves as a journalist

- Carry on the visit as normal.
- If the journalist begins to ask questions that are not part of the normal routine – eg, about TV Licensing policy or activity – these must not be answered.
- An explanation must be given that you are not authorised to speak to the media and that you can put them in touch with the TV Licensing press office.
- Ask the journalist to contact the TV Licensing press office.
- Tell the Visiting Manager.

If the journalist proceeds to ask for information directly all details should be noted, and passed by telephone to the TV Licensing press office with the details listed in point 1.

3) Occasionally, the media become aware of serious incidents involving Visiting Officers, such as assaults on a VO (although these are extremely rare). If a journalist contacts you directly concerning an incident, the procedure outlined above should be followed. Similarly, court appearances by Visiting Officers may be of interest to the media. Again, the procedure above should be followed.

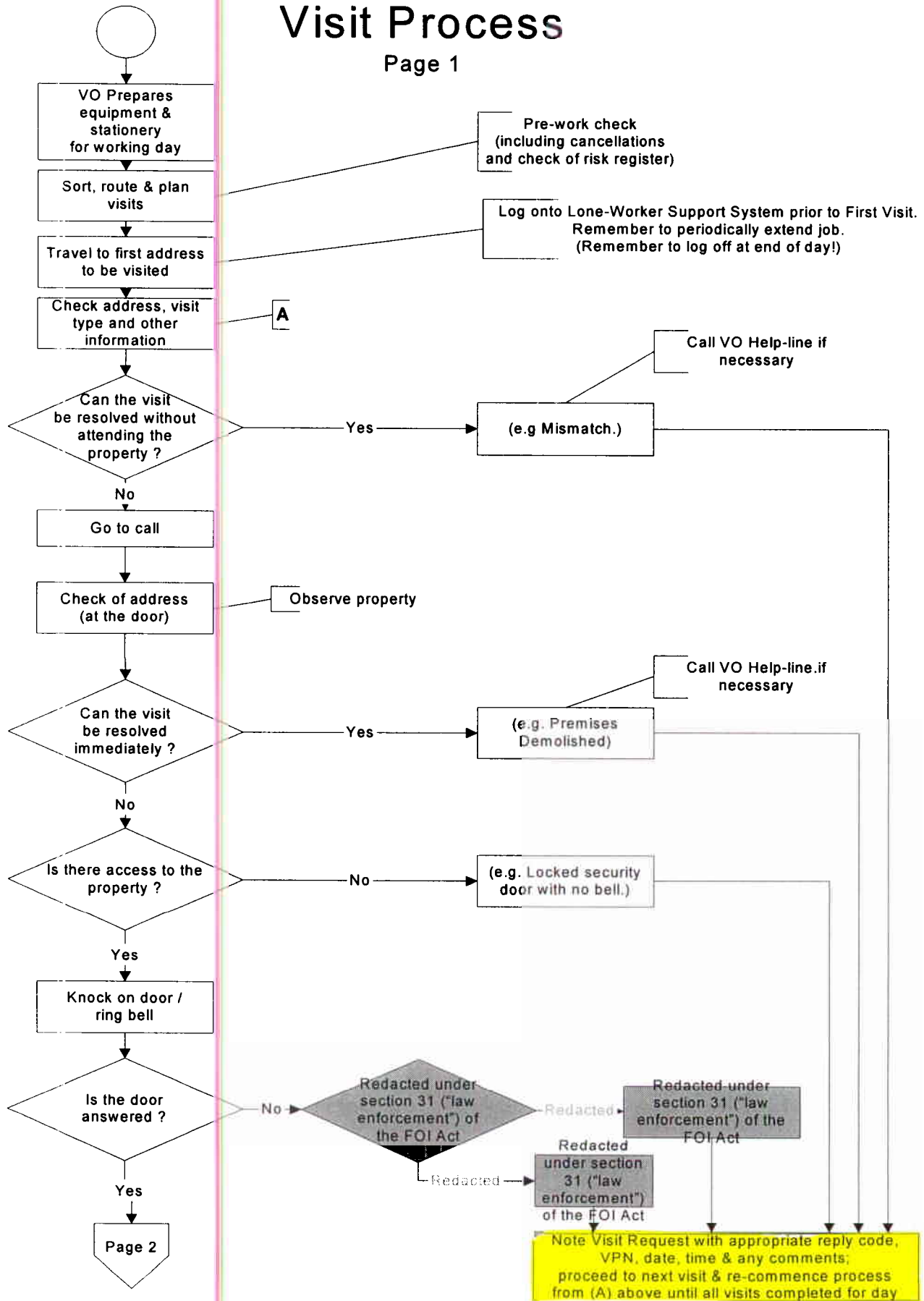
The VO must not, under any circumstances, agree to take part in an interview, photograph* or any other media activity, unless this has been authorised by the TV Licensing press office. (* It is accepted that in some circumstances journalists will take photographs without permission.)

The TV Licensing 24 hour press office number is 020 7544 3144.

If a VO is unsure about how to deal with a journalist, guidance should be sought from the Visiting Manager immediately.

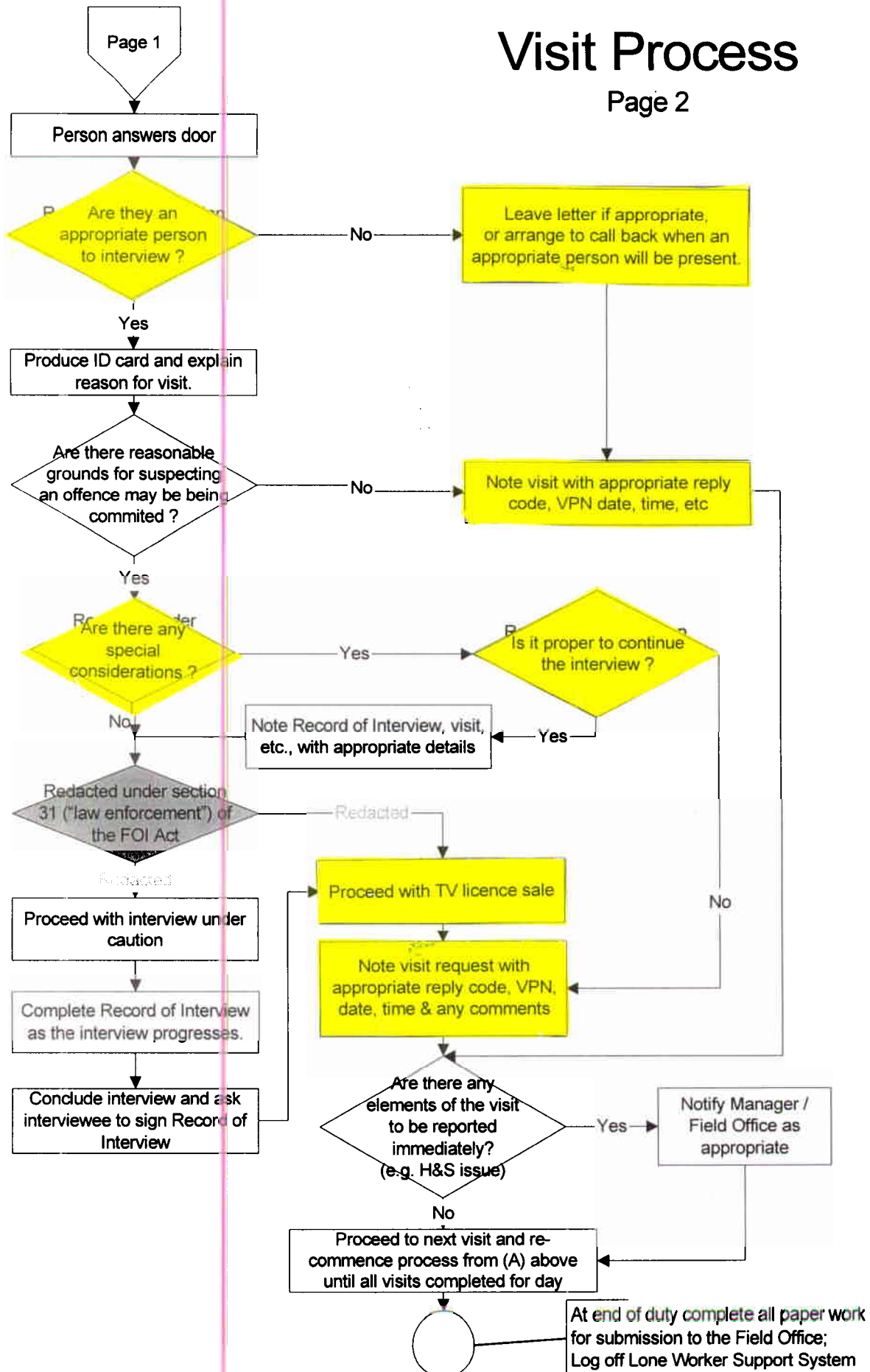
Visit Process

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Visit Process

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- 1.0 The role of the VO is to seek information to update Capita records and where appropriate, evidence of TV Licence evasion. This is to enable the next course of action to be decided upon Redacted under section 31 ("law enforcement") of the Freedom of Information Act. As this information may be given in evidence, it **must** be obtained within the rules set down by the Criminal Justice System and within TV Licensing policy.
- 1.1 Deliberate falsification of visit results, times of visits or other information obtained is considered a serious offence and **could result in disciplinary action.**
- 1.2 **The need to treat each visit confidentially and to make the enquiry without causing offence is paramount.**
- 1.3 **All** visits must be made before the last visit date. Reply details must be accurately captured and results reported back as per instructions. Redacted under section 31 ("law enforcement") of the Freedom of Information Act
1. **Do not visit addresses unless a visit request has been produced.**
 2. **Do not visit after the "Last Visit Date".**
 3. Proper packaging of returned visit work greatly assists the speed with which it can be processed, and safeguards sensitive material / information contained.
 4. Records of Interview, Resolved and Unresolved visits must be properly segregated.
 5. All unused letters must be removed from any resolved and unresolved visits submitted and made confidential waste.
 6. Any confidential waste returned to the TVL Field Business Centre for disposal must be enveloped separately and clearly marked "Confidential Waste."
- (See Chapters 13 and 14).

Authority To Conduct Enquiries

- 1.4 If a Visiting Officer is asked what authority they have to ask questions, they should say they have a duty to investigate possible criminal offences under the Communications Act 2003. Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.5 **VOs must carry their ID Card with them whenever they are carrying out TV Licensing enquiries and must produce it when required.**
- 1.6 Should a customer make a telephone check of a VO's identity, the VO may be asked for their Visit Party Number (VPN) and manager's name.
- 1.7 **Some universities and colleges will require a letter of authority when visited. Before carrying out visits to a university or college, confirmation must be obtained from the manager to establish if a letter is required, and for a copy to be provided.**

When visiting students, whether on or off campus, ensure an adequate supply of application forms is available.

All completed application forms are returned to the TVL Field Business Centre

along with control sheets.

- 1.8 If a customer asks what the TV Licence fee is for, they should be told that it is payment for a legal permission to install or use television receiving equipment to receive or record television programme services.

Check of Address

- 1.9 Before making a call the VO must ensure that they are at the correct premises to be visited. If there is a variance in the address (e.g. on the visit request the premises is named only whereas a house number is also exhibited on the premises itself) the visit should be made, identifying and confirming the correct address. If there is no reply, it may be possible to confirm by telephone if a licence is on file (under the house name, for example) and to resolve the visit in that way.

The visit should be annotated, along with full details of any licence seen. The correct form of address must be clearly indicated on the Visit Request to allow the address file to be updated.

- 1.10 If a VO is unable to locate or get to the address given on the visit request, this is to be recorded as a reply code "0", and the Visit Request noted to that effect.
- 1.11 If during the course of the visit it becomes apparent that the VO is not at the correct address, (named on the Visit) and no evidence of evasion has been found, the visit should be terminated immediately and an apology made to the householder.
- 1.12 If a Visit Request is received for an address where the VO believes that prosecution action may still be in progress from a previous call, the VO should check with the TVL Field Business Centre before making the visit.
- 1.13 There are occasions where two visits (possible in different names) may be generated for the same address at the same time, e.g. a non-renewal in the name of Smith with a dealer notification in the name of Jones. The enquiry at the address will resolve who is resident, usually with the visit for the person who is no longer resident being marked as a "2" and with the other visit being annotated according to what took place.

If there are differences in the address shown upon the two visits, but they relate to the same premises, see Chapter 3 Section 2 per 2.2(b).

Unoccupied And Similar Premises

- 2.0 Unoccupied, demolished or premises under construction should be reported using the appropriate reply code. No further action should be taken. (See Chapter 12 for the list of reply codes)
- 2.1 If the property is unoccupied (i.e. confirmed unoccupied, not just suspected) or the premises are due to be erected or are currently in the course of construction Redacted under section 31 ("law enforcement") of the Freedom of Information Act. If possible, the estimated length of time (in months) prior to the premises being re-occupied is to be recorded.
- 2.2 Uninhabitable addresses
A property described as above will match the majority of attributes provided below and is unlikely to be lived in for the foreseeable future Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- Derelict
 - Neglected
 - Boarded / Locked up
 - Poor state of repair
 - Fire damaged
 - No signs of development (either on-going or planned)
 - No (or badly damaged) Roof
 - Uninhabitable
 - Vandalised
 - Council notice states long term re-development plan
- Identifying these is important, as it will allow a bespoke campaign strategy to be applied to them.
- Redacted under section 31 ("law enforcement") of the Freedom of Information Act**
- 2.3 If the premises no longer exist and no construction is evident, Redacted under section 31 ("law enforcement") of the Freedom of Information Act The visit should be clearly annotated if:
- (a) the premises are now flats, note the visit request to show "Multi-occupied form attached" and attach the form once this has been filled in.
 - (b) the visit is because of duplication of addresses on LASSY. Clearly show in the comments box which version of the address is to be removed and also mark the reverse of the visit. If you have two visits with variants of the same address, the version which is to be removed should be Redacted under section 31 ("law enforcement") of the Freedom of Information Act annotated that it is a duplicate and that one is to be deleted. The visit for the correct address must be completed as normal.
 - (c) the premises no longer exist (e.g. demolished).
 - (d) the premises are renamed, so the system may be correctly updated.
 - (e) the premises do not exist (an error in computer records).
- 2.4 Addresses will only be removed from the system where clear and unambiguous information has been provided. It is imperative Redacted under section 31 ("law enforcement") of the Freedom of Information Act that sufficient information is provided. Failure to do so means that further visits and correspondence will be generated for the same address.
- 2.5 Where a visit is generated inappropriately (e.g. for a large user postcode, such as

TV Licensing Visiting Procedures (Chapter 3 – Section 2) – TVL Enquiry Visiting
Commercial In Confidence

a PO Box number or business - or where the address on the visit is annotated "DEMO" or "Demolished"), Redacted under section 31 ("law enforcement") of the Freedom of Information Act In the comments box put "Refer to Address Structure".

Approach To Premises

- 3.0 This should generally be to the main entrance to the property using established routes of entry. VOs must always have respect for the householder's property and privacy.

Right Of Entry To Premises

- 3.1 Any person has the right to knock on the front door of premises but must leave when requested by the occupier. There is no right of entry to a house or to any other part of the premises except with the consent of the occupier or other lawful authority such as a Search Warrant. If the customer requests that the VO leave the premises, this must be done immediately.

Flats and Multi-Occupied Premises.

- 3.2 Where a VO discovers that the premises being visited are multi-occupied, and this is not indicated on the visit request (eg split into flats), a phone call must be made to the VO Helpline to confirm that the flats are not already on file before any attempt to visit is made. Addresses that are already on file must not be visited unless a visit request has been received.
- 3.3 Having been given permission to enter the premises - either by permission of an occupier or by implicit permission by way of an open door allowing access to a communal area - a Visiting Officer is entitled to carry out their enquiries. The Visiting Officer should endeavour to conduct all enquiries at those premises, but if asked to leave by an occupier or security guard they should do so. In such circumstances a full report must be made to the Visiting Manager.
- 3.4 Once it has been confirmed that the addresses are not on file, the VO must make enquiries to confirm the correct form of address for each unit of accommodation. Care must be taken to confirm whether or not the original address is still in use for part of the property. This information should be entered on a Multi-occupied form for return to the TVL Field Business Centre to update the records. The original visit is to be recorded Redacted under section 31 ("law enforcement") of the Freedom of Information Act – "Multi-occupied form attached", and each additional visit recorded as appropriate.
- 3.5 VOs can make enquiry visits to all flats/bedsits within the premise on the Visit Request. While making such calls, the VO should be aware that addresses may or may not already be on file and that valid licences could be held. The VO Helpline should be contacted to clarify the situation. Due to the special nature of these visits the VO should be sympathetic and tactful in the enquiry. If evasion is discovered, then a prosecution report should be prepared.

No Response To Call

- 4.0 If premises appear occupied but no answer is obtained at the time of the visit, a calling card should be left. The Visiting Officer must record the address and postcode, time and date of visit and their VPN number in the appropriate boxes.
No other marks or comments should be made on the letter.
- 4.1 If a TV set is visible on the premises, must be annotated in the comments box on the Visit Request. Redacted under section 31 ("law enforcement") of the Freedom of Information Act Care must be taken if the VO is unable to leave the letter in a letterbox or pigeon-hole. The visit must be annotated with the appropriate reply code (See Chapter 12 for list of Reply Codes).
- 4.2 If there is evidence that a TV may be installed but there is no answer, a further call Redacted under section 31 ("law enforcement") of the Freedom of Information Act should be made. Any additional comments should be noted, along with the time of the visit. Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 4.3 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

The need to treat the visit confidentially and to make the enquiry without causing offence is paramount.

Response To Call / Appropriate Person To Interview

- 1.0 It is essential to establish as early as possible during the interview that the person who answers the door is an appropriate person to interview and that they reside at the address. The nature of the enquiry is a private matter between the VO and the resident of the property being visited.
- 1.1 Having established that they are speaking to an appropriate person, (ie an adult who normally resides at the address,) the Visiting Officer must produce their identity card, state that they are authorised by Television Licensing and give the reason for the visit. (If licence claimed, see Chapter 4 – Section 2.)
- 1.2 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Private information must never be divulged to an unknown / inappropriate person. If the VO has left the premises without establishing if the person seen was the occupier, the visit should be recorded Redacted under section 31 ("law enforcement") of the Freedom of Information Act with a brief description of the person seen. Full use should be made of the comments section of the Visit Request regarding circumstances / description. On any subsequent visit, due regard must be taken of any previous comments.
- 1.3 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Full use should be made of the comments section of the Visit Request regarding circumstances / description. On any subsequent visit, due regard must be taken of any previous comments.
- 1.4 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
A note must be made on the Visit Request if evidence of identity is seen such as a Driving Licence, utilities receipt or a benefits book.
- 1.5 VOs must record customer names and telephone numbers Redacted under section 31 ("law enforcement") of the Freedom of Information Act. If an interview under caution has been conducted this information must be recorded on the Record of Interview. If contact is made with the VO Helpline the Call Centre operator will request these details.
- In all other circumstances the VO must record customer details on the TVL09 visit request form.
- 1.6 If an appropriate person is not present, the VO must try to obtain the name (and address if this is different from that visited) of the householder, carer, or person responsible for the TV Licence. This must be noted upon the Visit Request Redacted under section 31 ("law enforcement") of the Freedom of Information Act with the date and time of the visit. Additional comments should be made (e.g. the person spoken to at the address is not an appropriate person to interview).
- 1.7 Where a VO is speaking to an occupier via an intercom, but the occupier refuses to allow access. Redacted under section 31 ("law enforcement") of the Freedom of Information Act
An interview under caution must not be conducted via an intercom or telephone, an upstairs window or through a letterbox.
The Visiting Officer should try to find out if access will be allowed if a visit is made at some other time.

Claim That Licence Is Held

- 2.0 **If a valid TV Licence is shown to the VO, full details of the licence seen must be noted on the Visit Request,** Redacted under section 31 ("law enforcement") of the Freedom of Information Act The place of purchase and the payment method used must also be noted. Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 2.1 If the VO is asked to transfer a licence the VO must satisfy themselves that the person making the request has the right to transfer the licence. Redacted under section 31 ("law enforcement") of the Freedom of Information Act A licence, which is not in the customer's name, must not be transferred without the express consent of the licence holder. Where this information is being passed to a Call Centre Operator the VO will be asked to confirm the licence holder has given permission.
- If the VO is in any doubt as to the identity of a customer, the customer should be asked to put their request in writing.**
- 2.2 Should the VO visit premises that are being used as temporary accommodation and be shown a licence for the person's permanent address, (e.g. whilst building works are being carried out,) then the VO should annotate the visit Redacted under section 31 ("law enforcement") of the Freedom of Information Act to transfer the licence to the temporary address. The Visiting Officer must remind the customer of the need to advise TV Licensing when they return to their permanent address. This does not apply to second homes. If the permanent address is being renovated, the VO must also advise the call centre to mark the address accordingly.
- 2.3 **If a valid licence is claimed but not produced, a telephone check must be made to confirm if the licence is on file.** If the licence is not immediately located at the address stated, the VO must ask the Call Centre Operator to check the full postcode. They should also request a check of bank details if the licence is paid by Direct Debit and the account holder is available.
- 2.4 If it is not possible to confirm with the call center operator that a licence is on file an interview under caution must be conducted.
- If a licence check is made during the interview the TVL 178 must be noted with 'licence claimed' and 'licence check made'.
- If the VO has no phone coverage and it has not been possible to conduct the licence check during the interview, the check must be made as soon as phone coverage is restored. It must be noted on the visit request that a licence check was made after the interview.
- This TVL178 Record of Interview must not be submitted to the Field Business Centre without establishing that there is no licence on file at the address.**
- 2.5 If the existence of the valid licence is confirmed, Redacted under section 31 ("law

TV Licensing Visiting Procedures (Chapter 4 – Section 2) – Confirming licensing
position at address / Appropriate person to interview
Commercial In Confidence

enforcement”) of the Freedom of Information Act

Confirmed No Set

- 3.0 In line with BBC Policy, all visits that result in a Confirmed No Set, must be given a 3, 4 or 6-year guard. **Redacted under section 31 (“law enforcement”) of the Freedom of Information Act must only be used when a customer has allowed the visiting officer access into the property to confirm that television receiving equipment is not installed on the premises. On all occasions the Visiting Officer must try to confirm the name and phone number of the person seen and where the name is given, record this on the visit request.**

The guards are to be applied as follows:

- 3.1 **If the customer allows the officer to inspect the premises, and the VO is fully satisfied that there is no television receiving equipment installed:**
Enter **Redacted under section 31 (“law enforcement”) of the Freedom of Information Act** as a result on the visit request
Note in the comments box of the visit request using the criteria listed below:
- 3.2 **If the visit is a Confirmed No Set visit and the customer gives the same name as previously held for a CNS.**
Inform the customer that we will not communicate with them for **6 years**. Note “6 year guard” in the comments box.
- 3.3 **If the customers name does not match the name on the CNS visit request.**
Inform the customer that we will not communicate with them for **4 years**. Note “4 year guard” in the comments box.
- 3.4 **Redacted under section 31 (“law enforcement”) of the Freedom of Information Act**
- 3.5 **In every case, the customer should be informed that:**
- The contact will only cease while there is no television receiving equipment installed on the premises.
 - If television receiving equipment is installed in the future a licence will be required.
 - If the customer leaves the address during this time they should inform TV Licensing.

Special Considerations

4.0 Redacted under section 31 (“law enforcement”) of the Freedom of
Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

4.1 **Redacted under section 31 (“law enforcement”) of the Freedom of
Information Act**

Redacted under section 31 (“law enforcement”) of the Freedom of
Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of
Information Act

4.2 Redacted under section 31 (“law enforcement”) of the Freedom of
Information Act

4.3 **Redacted under section 31 (“law enforcement”) of the Freedom of
Information Act**

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Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of
Information Act

Special Considerations

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

5.0 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

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5.1 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

5.2 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

If the interview is to be conducted in English and it is apparent that English is not the first language of the interviewee, the VO must satisfy themselves that the interviewee has a sufficient understanding of English for the interview to proceed.

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

5.3 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Husband/Wife

5.4 Both husband and wife (partners) are equal in law. However, if one partner wishes to be interviewed for the alleged offence in preference to the other, it is TV Licensing practice to agree to that wish whenever possible and practical to do so.

Domestic Staff

5.5 Domestic staff living as an integral part of the licensee's family are regarded as covered by the licence. Domestic staff who live in separate accommodation within the same building as the licensee and which constitutes a separate unit of accommodation or domestic staff living in separate accommodation away from the main building (e.g. keeper's lodge, gardener's cottage) require a separate licence. In this case, a prosecution statement should be taken.

Special Considerations

Lodgers, Paying Guests, Tenants etc.

6.0 Separate licences are required for use of television in a room occupied by a lodger or paying guest regardless of whether their accommodation is self contained or not. This includes people who share accommodation and hold separate tenancy/mortgage agreements to reside in part of the property. This includes students.

Any self-contained accommodation within another licensable place or annexed to a licensable place will need to be licensed separately, even if occupied by a relative.

Where there are several separate licensable units within one building, a separate licence will be required for any television receiver used in a communal lounge area. However, if one person takes a licence out for their own room and they take responsibility for the equipment in the communal lounge, their licence will then cover this area as well.

With the exception of the licensed communal room, a prosecution statement should be taken from the unlicensed user in the above examples.

If the interviewee claims to be part of a joint / shared tenancy agreement and unlicensed use is suspected, then evidence of their tenancy agreement must be requested during the interview and noted on the Record of Interview.

If the resident claims that the landlord or some other person is responsible for purchasing the licence, and evidence is produced to support this (this may be within the tenancy agreement or a collateral agreement referring to household bills or furniture) no prosecution statement should be taken. The VO should complete the Visit Request Redacted under section 31 ("law enforcement") of the Freedom of Information Act and obtain if possible all relevant details such as the landlords name, address and telephone number and details of any evidence produced. The VO should ask the tenant to make a statement confirming that the television is provided by the landlord Redacted under section 31 ("law enforcement") of the Freedom of Information Act, with reference to documentary evidence, that the provision of a licence is the responsibility of the landlord. This statement should be in writing and, if possible, signed and dated by the tenant. This should be sent for the attention of the Prosecution Manager.

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

6.1 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Interviews of Other Persons Visiting the Address Under Enquiry.

6.2 Where a VO, whilst conducting enquiries, encounters a visitor to the address who was present during the interview and who expresses interest in purchasing a licence, a prosecution statement should **not** be taken from that person and the sales instructions in Chapter 9, Section 6 should be followed. This should be recorded on a separate note with reply code "9S".

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

6.3 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

6.4 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Entry To Premises.

- 7.0 When there is admitted or suspected evasion, or where the interviewee claims that there is no television, the VO should ask permission to enter the premises in order to confirm this.

Premises must never be entered when the only person present is a child/minor.

VOs must have due regard for their own personal safety when entering premises.

Access Permitted.

- 7.1 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
If no set is confirmed Redacted under section 31 ("law enforcement") of the Freedom of Information Act is to be used with the appropriate length of guard indicated.
- 7.2 If evasion is discovered, Redacted under section 31 ("law enforcement") of the Freedom of Information Act the VO should commence the interview under caution. The VO must also note any corroborative evidence that allows an inference of use to be drawn if they believe that an offence has been committed, as detailed in Chapter 8.
- 7.3 If a Black and White TV and a VCR/DVD recorder are seen and a B&W licence is held, refer to Chapter 11.
- 7.4 If it is confirmed that there has been no unlicensed use (e.g. TV set clearly stored away), the result must be entered on the Visit Request Redacted under section 31 ("law enforcement") of the Freedom of Information Act with the name of the householder where possible. Redacted under section 31 ("law enforcement") of the Freedom of Information Act should be used if it is believed that there will only be a short period of time where the TV is not being used e.g. less than three weeks

Access Refused

- 7.5 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 7.6 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 7.7 Where the VO has **reasonable grounds** to believe that there is evasion, the person being interviewed must be advised that it may be necessary to seek the grant of a search warrant under the authority of the Communications Act 2003. (See Chapter 16) **Threat of a search warrant must not be used to gain access to premises.**
If the VO visits an address where the occupier claims that there is no television on the premises and a request to enter and confirm this claim has been refused, or the VO is unable to gain access and reasonably believes a television receiver is installed, Redacted under section 31 ("law enforcement") of the Freedom of Information Act

This reply code should also be used where the occupier has requested use of

detection on their property. In this instance the VO must discuss the matter with their manager. If in agreement with the manager the visit must be passed (clearly noting the ground for suspicion, or the occupiers comments) to the TVL Field Business Centre. If the manager does not agree the visit must be annotated accordingly and sent to the TVL Field Business Centre in the usual way.

Licence Fee Tendered During Enquiry

- 7.8 If the licence fee is tendered to the VO on an enforcement visit, the interviewee must be advised that it has been accepted without prejudice to any further action that may be taken. No more than the fee payable for a current licence should be accepted and a receipt must be given using the Receipt Book. Where appropriate, an interview under caution must still be conducted and endorsed accordingly. (See Chapter 8.)

Information Reported By Telephone

- 7.9 Where details have been reported by telephone to the Call Centre, this must be indicated on the Visit Request by ticking the box 'tick if details phoned in'. **This applies to many complex reply codes and** enables effective streaming of work within the TVL Field Business Centre.

Human Rights Objection / Exemption Claimed

- 1.0 Where the customer informs a VO that they do not require a licence due to the provisions of the Human Rights Act or claim that paying for their TV Licence is an infringement of their human rights, the following information is to be given:

“Irrespective of an individual’s personal views, under UK law (the Communications Act 2003) it is illegal to install or use television receiving equipment to receive television programme services without a valid TV Licence.

Individuals who break this law risk prosecution and a fine.

This situation has not been affected by the Human Rights Act 1998. ”

- 1.1 The customer should be informed that regardless of their individual views, a television licence is required to receive television programme services within the UK.
- 1.2 An interview under caution should be conducted if appropriate.
Any objection or claim of exemption must be recorded as soon as the customer mentions it.
- 1.3 **The visit request should clearly be marked “Human Rights Objector”**

SUSPECTED FRAUDULENT LICENCE SEEN

- 1.0 It is possible that during the course of their visits a VO may be shown a fraudulent TV Licence by the customer. The VO needs to be aware that a person other than the customer may have committed the fraud. Care must be taken in gathering evidence. If a suspected fraudulent licence is produced, the following action is to be taken:
 - 1.1 The VO should telephone to check if the licence is on file. If the licence is on file, the VO should annotate the visit request Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
 - 1.2 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
 - 1.3 The suspect licence (if the VO has been given this by the customer) must be attached to the Visit Request and sent to the Prosecutions Manager along with a report of the visit. The report needs to detail the customer’s name and address, what the VO believes to be suspect about the licence and any other relevant information about the visit.

Commercial Premises / Hotels

- 1.0 If a visit is produced for a VO for a commercial premises or a Hotel Redacted under section 31 ("law enforcement") of the Freedom of Information Act the comments box of the visit should annotated with 'potential new Hotel'. The visit should not be completed and should be sent into the Field Business Centre with all other visits.

Dealer visits

- 2.0 If a visit is produced for a VO for a Dealers outlet Redacted under section 31 ("law enforcement") of the Freedom of Information Act sent into the Field Business Centre to the 'Dealer Support' team. The comments box of the visit should be annotated with 'potential new dealer'.

Visiting Visually Impaired People

- 2.0 When it is established that the interviewee is registered as severely visually impaired, the Visiting Officer should ensure that an especially sympathetic and tactful approach is adopted throughout the interview.
- 2.1 If a licence cannot be produced an interview under caution should be conducted as normal. Subsequent to the interview, the person should be informed of the 50% reduction on the fee payable and should be urged to obtain a licence without delay. The Record of Interview should note that this was done and was acknowledged by the interviewee.
- 2.2 The Record of Interview should be clearly marked above the name and address at the top of the form, in bold capital letters 'REGISTERED SEVERELY VISUALLY IMPAIRED PERSON'. The Visit Request should also be marked in the same way.
- 2.3 A "Sound Box" - which is used to receive television sound but not the picture does not require a TV licence.
- 2.4 If setting up a licence for the customer, it is not necessary for the documentary "proof" to be sent in.
- 2.5 Acceptable evidence is:
- A photocopy of or the original blind certificate
 - National Registration Card
 - Certificate of Visual Impairment (photocopy or original, signed by an ophthalmologist and certifies that the person is blind / severely sight impaired)
 - A letter from the local authority confirming they are severely sight impaired.

If the customer is able to pay for their licence by Direct Debit the VO should collect all the information as follows:

- 2.7 The VO should complete the Direct Debit mandate for the customer, ensuring all details are recorded. Where physically possible the customer should be asked to check, sign and date the mandate.
- 2.8 The VO must record BLIND CONCESSION on the top of the mandate with their VPN in the top right corner. The mandate must be included in the Valuables Envelope for that day and sent to the Field Business Centre.
- 2.9 The VO must advise the customer that their licence application will be processed and they will receive their licence in 15 – 20 days.

If the customer is unable to pay for their licence by Direct Debit :

- 2.10 The VO must call the VO helpline.
- If within the hours of 8.30 to 17.00, Monday to Friday the call will be transferred to the Blind Concessions department and the licence will be set up by a member of the Blind Concessions team.
 - At any other time the agent will take the customer's details from the VO.
- 2.11 If the agent takes the customer's details, the VO must advise the customer that they will receive a telephone call within the next five days from the Blind Concessions team who will set up the customer's licence.

In both instances

- 2.12 The VO should record "Blind Concession" in the comments box of the visit request.

Concessionary Licences

3.0 Accommodation For Residential Care (ARC)

If the VO believes that the premises to be visited are covered by a Concessionary Licence, they must contact the Concessionary Licence Centre on 0117 917 8164 prior to the visit. If a concessionary licence is held, Redacted under section 31 ("law enforcement") of the Freedom of Information Act the visit to be annotated with 'ARC, Nursing/Care home/ sheltered accommodation.

(A Concessionary Licence always begins "7000". The residents, who benefit when the licence was renewed, are listed on the back of the licence.)

- 3.1 The first point of contact must be the Warden/Carer or scheme administrator. If the Warden/Carer is not available, the VO must arrange an appropriate time to call back. Individual residents must not be approached without the agreement of the Warden/Carer.

If this is the first visit to the premises, the name of the owner or the controlling local authority contact must be obtained and noted on the Visit Request.

- 3.2 The Concessionary Licence does not cover a TV in a communal area such as a residents lounge. This set requires a full fee licence.

- 3.3 If there is a Warden/Carer/Caretaker living on the premises, a full licence is required for their accommodation. This licence does not cover the use of the TV in the communal area.

- 3.4 The concessionary licence does not cover any guest rooms and respite care rooms.

- 3.5 If a concessionary licence is claimed but the VO is unable to confirm this all information is to be recorded on the Visit Request and marked for the attention of the Prosecutions Manager. The visit should be marked as Redacted under section 31 ("law enforcement") of the Freedom of Information Act The visit will then be passed to the Concessionary Licence Centre for checks to be made.

- 3.6 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- 3.7 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- 3.8 If a resident has moved in since the licence was renewed, they will not appear on the licence. This does not mean that they are not entitled to the concession, just that CLC has not been notified. However, not all residents who move into a residential care address will benefit from the concession.

- 3.9 If a resident is Over 75 and not covered by the concessionary licence, refer to Chapter 7 – Section 9

Visiting Second / Holiday Homes

- 4.0 Second /Holiday Homes can be one of three types.
- 4.1
- Any permanent structure used as a second home or holiday home will require a separate television licence.
 - Any structure that is capable of being moved, whether it is moved at any time or not e.g. A static caravan or collapsible chalet, will be covered by a licence for a home address as long as there is never any simultaneous use.
 - A licence for the home address will cover a touring caravan regardless of whether there is any simultaneous use. This also applies to boats.
- 4.2 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 4.3 Where the interviewee claims that the property visited is their second home (or Holiday Home) and a licence is not produced, an interview under caution is to be carried out and a note made of any licence claimed.
- 4.4 If a visit is made to unoccupied premises and it is learnt that the property is used as a Holiday or second home, the VO should seek to confirm who is the owner of the property. A letter is to be left Redacted under section 31 ("law enforcement") of the Freedom of Information Act If the property is closed for the winter, Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Satellite / Subscription Television Only Claimed

5.0 Where the customer informs a VO that they only watch satellite or subscription only television, including cable services, and claim that a TV Licence is not needed, the customer must be advised that with the introduction of the Communications Act 2003, there has been a change to the licensing requirements. The following information should be given.

“The situation has now changed. The Communications Act 2003 amends the definition of television programme services to include all broadcasts, including those broadcast by satellite from outside of the UK. ”

5.1 Inform the customer that regardless of where the signal is transmitted from, a television licence is now required.

5.2 An interview under caution should be conducted **if appropriate**. Any claim of exemption must be recorded as soon as the customer mentions it.

- Where permission to inspect the set is granted, the channels tested must be recorded on the Record of Interview. All **relevant** channels being received must also be noted on the Record of Interview.
- The visit request should clearly be marked “Satellite User”

Video / DVD / Games Use Only Claimed

- 6.0 If a customer claims use of a TV as a monitor to play back pre-recorded tapes / DVDs or games only, the VO must establish if there is any evidence of unlicensed use, or if the interviewee clearly does not require a licence.
- 6.1 If the VO confirms the TV is only used as a monitor to watch commercially recorded videos / DVDs or play games and is not tuned in to any TV channels, no licence is required. Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 6.2 If the VO is unable to confirm the above and there is no evidence of unlicensed use, Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Revoked or Short-Dated Licence Involved

- 7.1 If the interviewee accepts that they have received correspondence short-dating and/or revoking (cancelling) their licence, and the only licence that can be produced is the one stated on the visit, then the interview under caution may continue.

Short-Dated Licence

- 7.2 If the interviewee can satisfy the VO that the amendment made by TV Licensing to their licence was not appropriate and the licence is still in force, Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- 7.3 If the visit is made before the expiry date shown on the licence and the only licence that can be produced is the one stated on the visit and the interviewee denies any knowledge of the amendment of that licence, this is to be clearly noted on the Record of Interview, and at what point during the interview the claim was made.

Revoked (Cancelled) Licence

- 7.4 Where the only licence that can be produced is the one stated on the visit and the interviewee denies any knowledge of the cancellation of that licence, this is to be clearly noted on the Record of Interview, and at what point during the interview the claim was made.

Visiting if Cash Easy Entry or Direct Debit Application Made

Cash Easy Entry (CEE) Application

8.0 If during the course of establishing the licensing position at an address it is claimed that an application to join CEE has been made, the claim is to be checked with RMS. If acceptance of an application is verified, mark the visit request with reply code “7 - Licence confirmed”.

8.1 If an application has not been received, an interview under caution is to be conducted.

8.2 **Redacted under section 31 (“law enforcement”) of the Freedom of Information Act**

Note Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

- Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Direct Debit (DD) Application

8.3 If during the course of establishing the licensing position at an address it is claimed that an application to join Direct Debit has been made, the claim is to be checked with the VO Helpline. If the application is verified, mark the visit request Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

8.4 If an application has not been received, an interview under caution is to be conducted.

People 75 or over

- 9.0 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
The information below should be passed to the VO Helpline. If it is not possible to contact the VO Helpline, an Over 75 TV Licence Visit Outcome Redacted under section 31 (“law enforcement”) of the Freedom of Information Act Report is to be completed. Redacted under section 31 (“law enforcement”) of the Freedom of Information Act The Over 75 TV Licence Visit Outcome Redacted under section 31 (“law enforcement”) of the Freedom of Information Act Report **must** be clearly noted with the following details:-
- 9.1
- **Name, Address and TV Licence number**
Verify the information on the visit request, ensure that the details are entered for the over 75 person. Ensure that all changes are recorded as necessary.
 - **Date of Birth**
This **must** be entered for all people 75 or over.
 - **Proof of age** - required
Document that shows the age of the customer. *The number of the document seen must also be noted for a free TV Licence to be issued.*
 - **National Insurance Number (NINO)**
Redacted under section 31 (“law enforcement”) of the Freedom of Information Act cannot be claimed unless the NINO is recorded.
- 9.2 Ideally the proof of age will be a document confirming the applicants National Insurance Number (NINO) and age/date of birth (DOB). Acceptable documents, in preferred order, are:- Birth Certificate, Passport (note the number), Driving Licence (note the number), EU National ID Card, Marriage Certificate. Other evidence seen must also be noted (e.g. Pension Book).
- 9.3 If the visit is not in the name of that person, the name of the resident aged over 75 must be noted on the Over 75 TV Licence Visit Outcome Redacted under section 31 (“law enforcement”) of the Freedom of Information Act Report. Details of the previous licence must be noted if possible, including how much was paid.
- 9.4 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- 9.5 **Where the interviewee is an “appropriate person to interview” but claims a person over 75 resides at the address and that there is no licence in force for the address and no evidence to support the claim,** an interview under caution should be carried out. **(Details of the claim must be made on the Record of Interview.)** An application for a TV Licence is to be left with the interviewee for completion and return. The visit is to be recorded as a reply code “8”.
- 9.6 If the interviewee is able to provide evidence of a resident who is 75 or over, a check should be made to see if there is an Over 75 Licence on file. If not, proceed as in 9.0 above, clearly noting the details of the Over 75 person so that an Over 75 licence may be issued.

LASSY System Unavailable

- 10.0 VOs will normally be advised in advance if the LASSY system will be temporarily unavailable for any reason, together with an indication of how long this will be for. Visiting should continue to be performed as normal, although it will not be possible to perform licence checks via the TVL Helpline.
- 10.1 The unavailability of LASSY should not affect the service provided by RMS to accept CEE / MCP applications or perform payment checks for these schemes.
- 10.2 VOs must not inform customers, “The system is down.” If necessary, they should be advised, “The system is temporarily unavailable.” Or, “We are unable to access your records at the moment,” together with an appropriate apology for any inconvenience this may cause.
- 10.3 If a customer from whom a VO is taking a statement claims to have a licence but is unable to produce it, the VO should continue with the statement. The visit must be clearly marked that a licence check is required, together with full details of any licence claimed (e.g. if from a previous address). This will then allow appropriate investigations to be made by the TVL Field Business Centre once the system is available.
- If a licence is discovered to have been in force at the time of the visit the case will be closed and the customer informed in writing by the TVL Field Business Centre.
- 10.4 All telephone sign up (TSU) applications should continue to be ‘phoned’ through in the normal way to the VO Helpline. TVL agents will record the details manually for entry once the system is restored.
- It is important that VOs capture a telephone number for the customer and pass this on to the Helpline in case of any subsequent query.
- 10.5 If a VO is unable to contact the Helpline they must record the details on the appropriate manual application / mandate form to associate with the visit.
- Payment details noted on a visit request will not be input to the system by the TVL Field Business Centre unless a completed application form or mandate is also attached. Bank details must not be recorded with a view to phoning them in later.
- 10.6 If LASSY is likely to be unavailable for several days It may be necessary for VOs to retain any unresolved / not performed visits to conduct further visits on if, even if these have passed their ‘Last Visit Date.’ In such circumstances VOs will be advised of this by their manager, together with any other special instructions to be followed.

TV Licensing Visiting Procedures (Chapter 8 – Section 1) – Taking A Prosecution
Statement
Commercial In Confidence

- 1.0 In conducting the interview, the Visiting Officer (VO) is gathering evidence of TV Licence evasion. Redacted under section 31 ("law enforcement") of the Freedom of Information Act As this information may be given in evidence, it must be obtained within the rules set down by the appropriate Criminal Justice System.
- 1.1 **All questions on the Record of Interview must be asked and answers recorded verbatim at the time of interview. If the customer refuses to answer any question, this must be noted with the relevant reason/comment.**
- 1.2 If the interview is to be conducted by the VO in a language other than English, then the notes recording that interview must be written in that language and transcribed into English after the interview
- If the interview is conducted in a language other than English and an interpreter is used, then the notes of interview may be in English, but the language used and the name of the interpreter must also be recorded. Where the interpreter used is a friend or relative of the interviewee, this **must** also be noted by the VO. (This is a PACE requirement). If the interpreter makes their own notes, the original notes must be retained.
- Note: A person under 18 must not be used as an interpreter for conducting an interview under caution. The age or date of birth of the interpreter must be recorded.
- 1.3 Under no circumstances should personal, derogatory, sexist or racist remarks be made. Additional observations or relevant comments are to be noted on the supplementary information sheet as necessary and attached to the Visit Request.
- 1.4 **As soon as there are reasonable grounds for suspecting that a person has committed an offence the VO must caution that person** in the following terms which must be strictly adhered to:
- 1.5 The caution **must** be administered as follows, and is printed on Record of Interview.
- 1.6 **England and Wales:**
"You do not have to say anything. But it may harm your defence if you do not mention when questioned something which you later rely on in Court. Anything you do say may be given in evidence. Do you understand?"
- 1.7 **Scotland:**
"You are going to be asked questions about television licence evasion. You are not bound to answer, but if you do, your answers will be noted and may be used in evidence. Do you understand?"
- 1.8 **Northern Ireland:**
"You do not have to say anything, but I must caution you that if you do not mention when questioned, something which you later rely on in Court, it may harm your defence. If you do say anything it may be given in evidence."

TV Licensing Visiting Procedures (Chapter 8 – Section 1) – Taking A Prosecution
Statement
Commercial In Confidence

1.9 The VO must confirm that the interviewee understands the caution before continuing.

1.10 The time of the caution must be recorded on the Record of Interview. Note that the twenty-four hour clock is to be used for this. The questions asked under caution must be those set out on the Record of Interview.

1.11 **Redacted under section 31 (“law enforcement”) of the Freedom of Information Act**

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

1.12 If there is any significant break in the interview, the caution must be repeated.

Full Completion of Prosecution Statement

1.13 Detailed instructions on completion of the Record of Interview are contained in section 3. When completing the form the VO must pay regard to the following:

- All questions are to be asked whenever possible
- If a question is not asked that should be indicated and not simply left blank
- Verbatim answers should be given
- No gaps or answers with a line through should be recorded without explanation

The importance of collecting all available information cannot be over emphasised. In addition, circumstantial evidence of use should be noted on the Record of Interview whenever visible (eg sky dish, aerial lead plugged into TV, remote control on settee) as this provides supporting evidence for potential prosecution and may be vital if the confession should later be challenged.

Appropriate Person

1.14 If during the interview it becomes apparent that the person being interviewed is not an appropriate person from whom prosecution evidence should be gathered, then the interview must be terminated. The visit should be recorded with a reply code “9P”.

Licence Fee Tendered During Enquiry

1.15 If during the visit interest is expressed in buying a licence, any interview under caution must be concluded before selling the licence. The method of payment should be noted at the bottom of the Record of Interview.

Concluding The Interview

- 2.0 At the conclusion of every interview the VO should invite the interviewee to read the completed Record of Interview and sign it as being a true record of the interview (excluding Scotland). Any agreed additional or corrected information should be recorded and signed by both the VO and the interviewee.

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- 2.1 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- 2.2 No subsequent alterations or additions may be made to the Record of Interview. Any subsequent amendment, alteration or addition to the Record of Interview after the interview has been concluded is regarded as a serious offence and may result in disciplinary action.

- 2.3 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- 2.4 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- 2.5 **If a visit is inappropriately submitted as a reply code "8", the Prosecutions Manager is responsible for ensuring the reply code 8 will be deleted.**

The visit will be passed to the Visiting Manager to discuss with the VO.

Introduction

- 1.0 This aide memoire has been prepared to help alleviate problems experienced by Visiting Officers when completing the Record of Interview.

Proof “beyond reasonable doubt”

- 1.1 Any person accused of a criminal offence has the right to have the evidence against them tested in a court of law. Generally they need not submit a defence. The prosecution must prove beyond reasonable doubt that an offence was committed and that the accused is, in law, guilty of that offence. Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- 1.2 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- The record of interview has separate sections for you to note what was seen by you and what was admitted to you. It is vital that you clearly note what you saw during the visit, separately from what was admitted. Where items may be selected on the form (either as “seen” or “admitted”), these are to be circled to clearly indicate what was observed or said. This will not only affect the wording of the statement of facts should a summons be issued, but you will be reliant upon your notes should your evidence be challenged in court.
- 1.3 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- 1.4 **It is important that each and every case is given the same diligent and careful approach so that the best evidence can be presented to the court.**

Record of Interview as Evidence

- 1.5 Officers are required to comply with the Codes of Practice, issued under the Police and Criminal Evidence Act 1984. The Record of Interview has been designed to take account of those codes of practice. The Record of Interview is your record of the interview. Entries must therefore be factual, accurate and legible. It should not under any circumstances contain personal views or comments.
- 1.6 Questions should be asked as set out on the Record of Interview, with paraphrasing being avoided. Verbatim answers must be shown in quotation marks. If the interviewee refuses to answer a question, this must be noted. Although it is normally possible to note all the interviewee’s responses on the Record of Interview, if necessary, an additional notes form must be used to record these.
- 1.7 **If in exceptional circumstances, the Record of Interview has to be re-written after the interview to be more legible, then this must be attached to the original, which remains the prime document, especially if this was signed by the interviewee.**
- 1.8 If there is a second officer present during the interview (corroborating witness in

TV Licensing Visiting Procedures (Chapter 8 – Section 3) – Aide Memoire for Record of
Interview (England and Wales)
Commercial In Confidence

Scotland), they must be aware of all that takes place. When the second officer countersigns the notes, as a true and accurate record of the interview, they are adopting the first officer's notes as their own. They must be able and prepared to swear to the truth of what happened at the interview and answer questions about the interview in court, if required.

- 1.9 If the interview is terminated early, the point in the interview, and the circumstances, must be clearly noted as soon as possible after the event. The exact words used must be recorded .

Interview introduction

The form is titled 'Record of Interview (England & Wales)' and includes a barcode at the top left. Below the barcode is the number '1788748301'. The form contains several fields for data entry, each marked with a numbered callout:

- 1** Interview Ref: A field for the interview reference number.
- 2** Visit Ref: A field for the visit reference number, consisting of a grid of boxes.
- 3** Day / Date: A field for the day and date of the interview.
- 4** Time: A field for the time of arrival, consisting of a grid of boxes.
- 5** Name (Title and Full Name): A field for the interviewee's name.
- 6** Address: A field for the full postal address.

At the bottom of the form, there is a field for the 'Postcode' and the TV Licensing logo with the website 'www.tvlicensing.co.uk'.

- 1** **Interview Ref.** This reference number must be noted upon the visit request to provide a cross reference should the forms become separated.
- 2** **Visit Ref.** These boxes are for the visit reference number and must be completed in every case. Where the interview relates to the address on the visit request, the Visit reference is to be used. If the Interview is in newly discovered Multi-Occupied premises, then "MULTI / OCC" is to be written in place of the visit reference. Likewise record the reason for any other legitimate visit without a visit request. i.e. summons service.
- 3** Both day and date must be entered.
- 4** This is the time that you arrived at the door. Note that the twenty-four hour clock is to be used.
- 5** Enter the title, forename and surname of the interviewee.
Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 6** Enter the full postal address and postcode of the address visited if the actual address differs in anyway from the visit request or TVL178 and support with additional notes form.

Try and obtain the customers telephone number and note it in the space further down the form. (See item **1** on the Personal Details section.)

Opening Questions and Caution

TV LICENCE	Do you live here? ①	
Do you have a television here?	②	
Do you have a TV Licence ?	③	(Licence produced)
CAUTION:- ④ You do not have to say anything. But it may harm your defence if you do not mention when questioned something which you later rely on in court. Anything you do say may be given in evidence. Do you understand. (If the caution is not understood it is to be explained)	Time of Caution ⑤	⑥

- ① Write the customers response - verbatim if possible.
This should be "Yes" in almost every case. If the answer is "No", then the VO **must** note (possibly on the TVL09 Visit Request,) the reason why they are continuing the interview (E.G a visit to a business premises).
 - ② Write the customers response - verbatim.
It is possible that the interviewee may not possess a television set, but has a TV card in their computer, so the answer to ② may be "No", but a TV Licence will be required. If this happens the circumstances **must** be noted on the Record of Interview.
 - ③ Enter response. If there is a licence enter explanatory comments. (E.G. "Its in my old address" then obtain address.). If the visit is a Mono-challenge it will not be necessary to see the black and white licence as this is already recorded on the visit request.
If a telephone check is made, this must be indicated and the result must be noted too. If a licence is confirmed, stop the interview and code the visit appropriately.
 - ④ If in the light of the answers to the questions at 2 & 3 you have reasonable grounds to suspect that an offence is being committed then the caution must be given immediately as shown on the form. If it is not possible to give the caution, then this must be annotated at ⑥ with the reasons why. If the caution is not understood, then use your own words to explain it to the interviewee. This must also be noted at ⑥. You may be asked in court at a later date to give your explanation again.
 - ⑤ Put down the exact time the caution was given.
 - ⑥ If the interviewee makes any comment during or immediately after the caution was given, this must be noted here.
- Note** Once the interviewee has been cautioned the interview should normally proceed to its conclusion. If however there is any break in the interview it will be necessary to remind the interviewee that they are still under caution. If there is a significant break in the interview, the interviewee must be cautioned again.

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Personal details / general remarks

PERSONAL DETAILS		
Contact Details – Phone/ Mobile / Other	①	
How long have you lived here ?	②	
What is your date of Birth ?	③	
What is your occupation/status ?	④	
What is your National Insurance No ?	⑤	
<i>I have to tell you that you may be prosecuted for an offence under the Communications Act 2003. Is there anything else you want to say ?</i>	⑥	
Notes read by interviewee /	⑦	
Notes read to interviewee by* (* delete as applicable) (If the interviewee does not agree to the accuracy of the notes)		
These notes are not accurate because:		
I agree that these notes are a correct record of the interview	⑧	
<div style="display: flex; justify-content: space-between;"> <div><i>I have been told that it is in my own interest</i></div> <div> Signed (Interviewee) <i>to obtain a TV licence although I may still be prosecuted for any unlicensed use.</i> </div> <div> Print Full Name </div> </div>		
IT IS IN YOUR INTERESTS TO READ CAREFULLY THE NOTES OVERLEAF	Time interview concluded. ⑨	VPN
	Signed (Visiting Officer)	Print Name .
	Signed (Second Officer)	Print Name .
Licence fee tendered during interview via:	⑩	Accepted without prejudice / Not tendered*

- ①** Note here any contact information that you may be able to obtain, telephone, mobile, email or alternative contact address (e.g. If interviewing homeowner at “second or holiday home” or a students home address).
- ②** Write the customers response - verbatim if possible.
If this, or any other information is refused, this MUST be noted on the Record of Interview.
- ③** Write the customer’s response - verbatim if possible.
- ④** Write the customer’s response - verbatim if possible.
- ⑤** Write the customer’s response - verbatim if possible.
If challenged as to why we ask for this, explain that the courts now require it.
- ⑥** You must warn the customer that they may be prosecuted and record the customer’s response – verbatim if possible or record no response.
- ⑦** The interviewee must be given the opportunity to read through the record of interview or have it read to them. Remember to note if the form was read to the interviewee and delete as appropriate. If the customer does not agree that the notes are correct, write the customers response - verbatim if possible. If necessary, amend the relevant entry and initial the change. Ask the interviewee to initial the change as well.
- ⑧** The interviewee must be asked to sign the record of interview and print their full name if at all possible. If the Record of Interview has been signed then it can be submitted in evidence and the Witness statement on the reverse of the Record of Interview **must** be signed before you submit this to the regional centre.

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- ⑨ Note the time the interviewee and you signed the form. The VPN of the Officer conducting the interview must be noted. You must sign the form and print your name. Once signed, and the copy has been handed to the interviewee, no further entry may be made to the document.
- ⑩ Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Notes for Interviewee

PLEASE READ THESE NOTES, THEY ARE VERY IMPORTANT

You could not show us a valid TV licence at the time of the visit and we warned you that you may be liable to prosecution under the Communications Act 2003.

If you can provide a valid TV licence that was bought before the date of this visit, please send it **(or a copy)** to TV Licensing using the envelope we have provided.

If you do not have a valid TV Licence, please get one straightaway.
For details of how to purchase a TV licence, telephone 0844 800 6763.

Please Note: The enquiry officer who conducted this interview does not have the authority to give you time to pay.

Even if you purchase the appropriate licence, you may still be prosecuted for the offence. If you pay for your licence in instalments, you MUST ensure that your payments are kept up to date.

These notes are for the interviewee to read after the interview and to answer some of the most common questions. They are there to reinforce the reason why the interview took place and what the customer should do next.

The telephone number listed is for customer use only. VOs should use the VO helpline number when confirming a licence or arranging a sale.

Notice to Defendant and Statement of Witness

This section is on the reverse of the top copy of the TVL Record of Interview and is **not** on the customer copy.

It is only to be completed if the interviewee has signed the Record of Interview. You must print your name on the Statement of Witness line and also sign and date the statement. It is important to remember that the Witness Statement and accompanying TVL Record of Interview **MUST** be true in all respects.

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Please remember that all our cases are based upon the evidence that you gather and are shown on the TVL Record of Interview. Redacted under section 31 ("law enforcement") of the Freedom of Information Act, in addition you will not be able to remember the evidence in relation to each interview you conduct months after the interview, without your notes, so the evidence contained on the Record of Interview is vital.

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

NOTE: Where VOs are instructed to use Special Delivery no other method of postage is acceptable. A silver Special Delivery bag, available free of charge from the Post Office must be used for all Special Delivery items.

1.0 **Redacted under section 31 (“law enforcement”) of the Freedom of Information Act**

Licence purchased by	Initial Purchase Direct Debit
	Annual Direct Debit
	Monthly Direct Debit
	Quarterly Direct Debit
	Debit Card
	Credit Card
	Cash / Cheque / TV Licensing Saving Card / Saving Stamps
	Cash Easy Entry
	Monthly Cash Plan

1.1 The number of telephone sign-ups completed for Direct Debit, CEE and MCP should be recorded on a daily basis by type as separate totals on the Log Sheet.

1.2 If the VO accepts any of the following as payment for a licence they must be placed, attached to the corresponding blue duplicate receipt, in a Valuables Envelope. The Valuables Envelope must be fully completed with region code, VPN, visit date, what is contained within the envelope and signed and dated at the bottom.

- Direct Debit mandates
- Cheques
- Postal Orders
- TVL Stamps
- Cash

The following must also be contained within a Valuables Envelope:

- Completed Receipt Books
- PayPoint Licence Receipts

One Valuables Envelope should be used per day's work and sent in **on top** of the visits and 178s for the day so it is immediately visible on opening the package. Valuables Envelopes should not be tucked inside the plastic wallet of the work they correspond with.

1.3 The VO should establish if the customer has access to a bank / building society account that accepts Direct Debits. If they do and they wish to buy a licence by this method the VO should ask the customer if they could make the first payment immediately by either debit/credit card, cheque or TVL savings stamps. If this is possible follow section 3.

1.4 If after every effort it has not been possible to secure an initial payment follow section 4.

1.5 If the customer wishes to pay by cheque, cash or saving card / stamps follow section 5.

- 1.6 If the customer wants to pay by instalments but does not have access to a bank / building society account, or the account does not accept Direct Debits, the VO should establish if the customer is in receipt of an income related benefit. If so, the customer may be eligible for Cash Easy Entry. Follow section 6.
- 1.7 If the customer is to join the MCP scheme follow section 6.

Receipt books

- 2.0 The triplicate receipt books are self-carbonating and a divider must be used between entries.
- Top receipt (white) – for the customer
 - 1st copy (blue) – to be sent in a Valuables Envelope to the Field Business Centre
 - 2nd copy (green) – to be retained in the receipt book
- 2.1 VOs must use the receipt book for payments by cheque, cash or TVL stamps. The VO should ensure that the customer's name and address, details of the valuables, VPN, date and signature are clearly legible on all copies.
- 2.2 The VO is responsible for the safe keeping of receipt books issued and also for the correct and timely processing of any valuables received. Loss of a receipt book or individual receipts **must** be reported directly to the Visiting/Regional Manager.
- 2.3 Only **one** receipt book may be held at any time. They are audited at regular intervals by Visiting Managers.
- 2.4 Completed receipt books should be returned to the Field Business Centre in a Valuables Envelope. When a new receipt book is received the VO must complete and return the acknowledgement form with the following day's work.

Initial Payment Direct Debit

NOTE: Where VOs are instructed to use Special Delivery no other method of postage is acceptable. A silver Special Delivery bag available free of charge from the Post Office must be used for all Special Delivery items.

3.0 If the customer wants to pay by initial payment Direct Debit, the VO should establish which payment method the customer wishes to use. The available options are:

- Debit / credit card
- Cheque
- TVL Saving Stamps

3.1 If taking a cheque and/or stamps from a customer as an initial payment, the VO must complete the Direct Debit mandate, filling in all details and have it checked and signed by the customer.

Both the payment and mandate should be sent to the Field Business Centre in a Valuables Envelope (by Special Delivery in a secure silver pouch if the payment is stamps). The VO's VPN should be written on the top right corner of the mandate.

3.2 If the customer wishes to make an initial payment by debit or credit card the VO should phone the VO helpline and be ready to provide VPN, manager's name, customer's details – name, address, contact number and bank details (account number and sort code) and inform the operator that the customer wishes to make an initial payment.

3.3 Data Protection Act

The Account Holder MUST be present with the VO to set up the scheme, or to action any change of address / name / other details.

3.4 If unable to contact the call centre the VO must complete a Direct Debit mandate on behalf of the customer ensuring all details are recorded including the initial payment amount.

The VO must ask the customer to check, sign and date the mandate, write the VPN on the top right corner of the mandate and send it to the Field Business Centre in the Valuables Envelope for that day.

NOTE: Under no circumstances must customers' bank details be recorded with a view to phoning them through at a later date.

3.5 The VO should record the licence number and "initial payment" in the comments box of the visit request.

3.6 For any Direct Debits set up over the phone, or mandates sent into the Field Business Centre, the VO should advise the customer, "Providing the bank / building society accepts the Direct Debit, your payment plan should be with you within the next 7-10 working days".

Direct Debit Application

4.0 If the customer wants to set up a Direct Debit without an initial payment, the VO must phone the VO helpline and be ready with VPN, manager's name and the customer's details – name, address, contact number and bank details (account number and sort code).

4.1 Data Protection Act

The Account Holder MUST be present with the VO to set up the scheme, or to action any change of address / name / other details.

4.2 If the VO is unable to contact the call centre they must complete a Direct Debit mandate on behalf of the customer ensuring all details are recorded. The customer should be asked to check, sign and date the mandate. The VO must record their VPN on the top right corner of the mandate and send it to the Field Business Centre in the Valuables Envelope for that day.

NOTE: Under no circumstances should a VO record customers' bank details with a view to phoning them through at a later date.

4.3 The VO should record the licence number and "Direct Debit" in the comments box of the visit request.

4.4 The VO should advise the customer, "Providing the bank / building society accepts the direct debit, your payment plan should be with you within the next 7-10 working days".

Payment by debit and credit card, cheque, cash, saving card or saving stamps

NOTE: Where VOs are instructed to use Special Delivery no other method of postage is acceptable. A silver Special Delivery bag available free of charge from the Post Office must be used for all Special Delivery items.

- 5.0 VOs can only accept cash, cheques or savings stamps payments for less than a full fee if the customer can provide a bar-coded concessionary licence form.

Payment by debit and credit card

- 5.1 If the customer wants to pay by Debit or credit card, the VO should telephone the VO Helpline for the customer.
- 5.1 When telephoning, the VO should be ready to give their VPN, their manager's name, the customer's name, address, postcode, contact number(s) and debit/credit card details.
- 5.2 Data Protection Act
The cardholder **MUST** be present with the VO to arrange the payment, or to action any change of address / name / other details.
- 5.3 The VO should appropriately note the details on the Visit Request.
- 5.4 Once completed the VO should advise the customer that their licence will be issued in approximately 10 days.

Cheques

- 5.5 When taking a cheque from a customer VOs **must** ensure that:
- It is made payable to "TV Licensing"
 - It is dated correctly (not post-dated or dated more than five months prior to the visit date)
 - It is for the appropriate licence fee
 - The amount in words & figures match
 - It has been signed and the signature (if legible) matches the name of the account holder
 - If the cheque is not from one of the UK clearing banks, that it carries a UK sort code and account number.

Incorrectly completed cheques are returned to the customer for amendment.

- 5.6 VOs must clearly record on the back of the cheque:
- The title, initial and surname of the licence holder
 - The first line of the address and postcode the licence is to cover
 - VPN
 - The receipt number.
- 5.7 The VO should write "cheque payment" in the comments box of the visit request.
- 5.8 The VO **must** issue a receipt to the customer as per section 2. The blue copy and the cheque should be sent to the Field Business Centre in the Valuables Envelope for that day.

Cash payments

- 5.9 The VO should take the cash from the customer, issuing them with a receipt and

7advising the customer that they will receive the licence within 7-10 working days.

- 5.10 The VO must take the cash payment to a PayPoint outlet at the earliest opportunity and purchase the licence.

NOTE: It is important when a PayPoint licence has been purchased that both the PayPoint receipt and duplicate receipt are stapled together and sent into the Field Business in the Valuables Envelope for that day.

- 5.11 The VO must write either “PayPoint” or “posted” on the receipt to show how the payment has been processed.
- 5.12 VOs must take all full cash payments to a PayPoint outlet to purchase a licence. The only exception to this is where the address differs from that shown on the visit request.

In this instance the VO should send the cash (with the corresponding duplicate receipt) to the Field Business Centre (using Special Delivery) in the Valuables Envelope for that day’s work and write “address issue” in the comments.

- 5.13 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act the VO should capture any address structure changes from that printed on the visit request.

- 5.14 If the customer requires a licence with a different fee
- blind concession
 - monochrome

PayPoint outlets will not accept the payment unless the customer has given the VO a renewal notice. The VO must send these types of payments to the Field Business Centre to be processed.

Stamp payments

- 5.15 If the customer has sufficient stamps to pay for the licence in full the VO must complete a receipt and send the stamps to the Field Business Centre in the Valuables Envelope for that day’s work by Special Delivery in a secure silver pouch.
- 5.16 Any stamps to be refunded should be sent to the Field business Centre in the Valuables Envelope for that day’s work by Special Delivery in a secure silver pouch. The VO should advise the customer that they will receive their refund in the post.

Cash Easy Entry or Monthly Cash Plan

- 6.0 Data Protection Act
The person who will be the Licence Holder MUST be present with the VO (RMS will take the details from the VO) to set up the account, or to action any change of address / name / other details.
- 6.1 The VO should telephone RMS for the customer, or should note the relevant information on the Visit Request if it was not possible to get through. **The information must be telephoned to RMS as soon as possible after the visit if contact was not made.** Multiple applications on a single call to RMS must not be made unless connected to the operators tasked with this work.
- 6.2 Details of all CEE cards issued must be recorded against the correct card number on the control sheet. VOs must issue cards in numerical order and return the control sheet as soon as all corresponding cards have been issued.
- 6.3 Applications taken outside RMS opening hours (Saturday & Sunday) must be called through first thing on Monday. In exceptional circumstances, if it is not possible to telephone the information to RMS (e.g. on holiday the next day), the control sheet must be clearly marked so the information may be telephoned to RMS by the TVL Field Business Centre.
- 6.4 RMS provide a text messaging service to both CEE and MCP customers. When necessary, customers will receive text messages to their phones regarding their accounts. Visiting Officers need to capture CEE telephone numbers (mobiles) on all applications, and gain the consent of the customer to confirm that they do not mind receiving the text messages.
- RMS will ask the VO to confirm that consent has been given by the customer.
- 6.5 When telephoning, the VO should be ready to give their VPN number, their manager's name, the customer's name, address, postcode and contact number(s). If a pre-allocated card was issued, then the number must be given to RMS.
- 6.6 **When setting up either a CEE or MCP account for a customer, the call centre will advise if this is the 3rd, 4th, 5th etc. time that an account has been set up for this person. If this happens, the number of times that the account has been set up must be noted on the Visit Request.**
- The licence for this customer will not be short dated to cover the arrears.**
- 6.7 The VO must clarify with RMS if it is to be a new account or if we are re-instating the customer onto an existing account.
- 6.8 In the case of an MCP sale, the customer does not necessarily have to be on a benefit related income but may not have access to a bank account with which they may be able to pay by Direct Debit. The VO should contact RMS and state that the customer would like to join MCP. RMS will take all of the customer's details as with CEE and forward an account card to the customer within 10 working days.

- 6.9 In both instances, the VO must reinforce to the customer that it is in their interests to purchase a licence and to make continuous payments. The customer should be informed they are not licensed until the first payment is made.

Pre Allocated Cards

- 6.10 **Never give a new pre-allocated card to a customer who states they have: lost the card / already applied for and waiting for the card / moved address / MCP Member / CEE member with large arrears.** The VO must telephone RMS for advice.

General Guidelines

- 6.11 Ensure at least one customer contact number is obtained (where possible, this should be a mobile number. See 5.4)
When visiting ex CEE members, RMS may be able to reinstate the customer.
Do not supply a new card before calling RMS for advice.
Customers can join MCP if they are not on benefits.
CEE Payments are weekly for the first six months. As soon as CEE customers are six months in advance then their payments are fortnightly over 12 months.
MCP payments are monthly for the first six months.
If a card is misplaced, the control sheet must be marked accordingly.
If a missing card is found, it must not be given to a customer. (It must be returned to the TVL Field Business Centre with a note of explanation so that it can be re-used and recorded correctly).
- 6.12 The customer should be informed that the payment card and joining instructions will be sent within 14 days. The instructions will include a pre-printed payment plan, which will not have registered their first payment when it is sent out. The customer should be advised to contact the CEE helpline if the information does not arrive within this time. The number can be found on the back of the CEE Card.
- 6.13 The VO should mark the Visit Request with “*CEE application completed*” or “*MCP application completed*” and the membership number.

Interest from a second person

- 7.0 If a visitor was present and expressed interest in the schemes being offered to the customer, the following should be followed:
- 7.1 The VO should ask specific questions to confirm the licensing position at their address, and check this with the VO Helpline.
- 7.2 If the visitor has a current licence, a “Getting a Licence” leaflet should be left with them.
- 7.3 If the visitor does not hold a licence, the relevant processes detailed in this chapter will be followed. Where a licence is sold, the VO will need to complete an additional notes form with details of the customer’s name, address, payment scheme, membership or licence number, VPN, date and time etc, Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- 7.4 The Additional Notes form and any accompanying paperwork must be sent to the Field Office with that day’s visits.

Personal Serving of a Summons (Not Scotland or Northern Ireland)

- 1.0 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.1 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.2 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.3 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.4 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.5 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.6 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.7 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Monochrome (B&W) Challenge Visits

- 1.0 It is not necessary to request sight of the black & white licence as this information will be detailed on the Visit Request.
- 1.1 Some objections may be received from genuine black & white TV owners. The VO should explain that it is a routine visit.
- 1.2 If necessary, reference may be made to the condition on the TV licence that refers to the inspection of equipment.
- 1.3 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.4 If there is no reply, the Visit Request should be noted with reply code "9".
- 1.5 Visit Reply codes "A" and "D" are only to be used with Mono Challenge visits.
- "A" Confirmed black & white set only.
 - "D" Black & white set claimed, inspection refused.
- Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.6 Visit reply code "7" must only be used if a valid **Colour** licence is seen.
- 1.7 Only if it is confirmed that there is no television set on the premises, may reply code "C" be used.
- 1.8 Where use of a colour TV / VCR / DVD recorder / set-top box is found or admitted, an interview under caution should be conducted.
- 1.9 The interviewee should be given every opportunity to produce evidence of installation of any colour TV receiver and any documents produced must be noted on the Record of Interview.
- 1.10 Following the interview, the VO may then proceed with the post interview sales approach (See Chapter 9). The customer should be made aware of the procedure for upgrading a black & white TV licence to colour (i.e. that the unused portion of the black & white licence can be credited against the purchase of a colour licence).
- 1.11 If a Direct Debit Licence is requested, the black & white licence should be taken from the customer if possible and a receipt given. The licence to be attached to the application form if one is used, or to the papers relating to the visit when returned to the TVL Field Business Centre. An additional notes form must also be included stating colour licence and requesting a refund.
- 1.12 If a CEE licence is applied for, the customer must be advised that in order to be credited with any refund the black & white licence must be sent to RMS.

Visit Request Reply Codes

- 1.0 Visiting Officers must use the correct reply code for each visit that they carry out.
- 1.1 Every Visit Request must have the Visiting Party Number of the VO conducting the visit, the Date and Time of the visit and reply code for that visit accurately recorded. The list of Reply Codes to be used is detailed in this chapter:
- 1.2 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- 1.3 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- 1.4 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
- 1.5 Regardless of the visit outcome it is important whenever customer contact details are obtained that they are captured accurately on the Visit Request form in the section named ‘Customer Contact Details’
- Any future visits produced for the address will be annotated with these details. These will be highlighted in the section ‘TVL Contact Name/s found’
 - The latest set of contact records (maximum of three) will be shown in the ‘TVL Contact Name/s found’ section on the Visit Request form.

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

2.0 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

A CONFIRMED Black and White set only. This may only be used with a Mono Challenge Visit.

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

**D Unconfirmed Black and White set only (i.e. claimed and inspection refused).
This may only be used with a Mono Challenge Visit.**

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

2.1 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act
3.0 **Redacted under section 31 (“law enforcement”) of the Freedom of Information Act**

1.0 The following tasks are to be completed as shown

Daily

- 1.1 Items 1.2 – 1.5 are to be done at the beginning of the working day, and at the end of duty on the final working day of the week. This may only be varied with the prior agreement of the Visiting Manager.
- 1.2 Separate out and band / bundle separately:
1. Code 8 & Record of Interviews. Each case should be placed in a separate plastic wallet as per Chapter 14. **Only visits with a Record of Interview should be placed in plastic wallets.**
 2. Code 9.
 3. All codes other than “9”.
All completed visits must be separated from one another along the perforations.
 4. CEE Control sheet when fully completed.
- 1.3 The items enclosed should be counted and totals entered on Weekly Log and VO Daily Facing sheets.
- 1.4 Cancellations from the previous day, any other visits not performed and any unused letters must be returned to the TVL Field Business Centre in a separate package to other completed work, in a separate envelope marked for Confidential Waste.
- 1.5 If VO purchases a new licence from PayPoint attach the receipt, cash payment (including saving stamps) and send by Royal Mail Special Delivery for valuables, with that days work included.
- 1.6 All completed work must be enveloped and returned to the TVL Field Business Centre.
The VPN, Team Name, Officer name and date the work was completed must be clearly marked on the outside of the envelope. **Proper packaging of returned visit work is essential.**

Weekly

- 1.7 The VO must complete their weekly log sheet and send it to their Visiting Manager within 24 hours of completing their weekly hours.

England and Wales and Northern Ireland

- 1.8 Each Record of Interview is to be sent to the TVL Field Business Centre in a plastic folder, with the papers arranged as follows:
- 1.9 With the long opening of the plastic folder to the right, the short opening of the folder should be at the top. The Visit Request should be placed into the folder with the Record of Interview behind it and reversed so that it can be read through the back of the folder.

Scotland only

- 1.10 The Record of Interview and the Visit Request are folded together and dispatched to the TVL Field Business Centre with the other work for that day.

TV Licensing Visiting Procedures (Chapter 13) – Completion of Correspondence
Commercial In Confidence

All Areas

- 1.11 If there is a cheque to accompany the Record of Interview, the cheque must be attached to the front of the TVL09, and the cheque and receipt attached to the Record of Interview.

Signing witness statement - statement used as evidence (Excluding Scotland).

- 1.1 The witness statement on the reverse of the Record of Interview must always be signed by the VO as well as inserting the officer's full name in block capitals **unless the customer has refused to sign the statement.**
- 1.2 Where a black and white licence is in force for the address, it is necessary to confirm the correct wording of the witness statement. If necessary, insert the word "appropriate" (e.g. "using a television set without a licence" must be amended to read "using a television set without **an appropriate** licence").

SIGNING WITNESS STATEMENTS RECEIVED (Excluding Scotland) – Full Witness Statement

- 1.3 Where a Full Witness Statement is prepared by the TVL Field Business Centre and sent to the VO, they must check the papers thoroughly against the enclosed copy of the Record of Interview to ensure all information is accurate, and that if it was a Mono Challenge visit, reference is to "appropriate" licence rather than "no licence". If any changes are required, these must be clearly marked and the statement immediately returned to the TVL Field Business Centre.

The witness statements must be signed and returned to the TVL Field Business Centre within 7 days of receipt.

COURT ATTENDANCE AND PROTOCOL

- 1.0 It is the legal right of defendants to challenge the evidence against them in Court. In the case of a challenge, the VO must attend court to present their evidence in a case where they were the Interviewing Officer.
- 1.1 The TVL Field Business Centre will send notification of any appropriate hearings to the VO, where they are required to give evidence (and copy of the Record of Interview for the case concerned). The VO must acknowledge receipt of the papers within 5 working days.
- 1.2 The VO must liaise with their Visiting Manager and TVL Field Business Centre to either confirm their availability or, if unable to attend on the date stated (e.g. previously booked leave commitments), to arrange suitable alternative hearing dates. It is essential that the Visiting Manager is advised as soon as possible of any reasons why the VO is unable to attend.
- 1.3 The VO will receive a phone call from the Court Presenter prior to the hearing, to confirm their attendance. The VO must confirm this with their Visiting Manager.
- 1.4 The VO should confirm with the TVL Field Business Centre whether they are still required the day before the hearing. (In Scotland, this is to be done with the Court on the day of the hearing.)
- 1.5 The VO must be at court at least 30 minutes before the time scheduled for the case to begin, and be familiar with all aspects of the case in which they are due to give evidence.
- 1.6 The court expects that the VO will be smartly dressed. Court etiquette is for dark suits, conventional shirts and ties for men. Women should also dress appropriately. Mobile phones and/or pagers must be switched off before entering court buildings.
- 1.7 The VO must let the Court personnel know they have arrived, and introduce them self to the Court Usher. The VO must also let the person presenting the TV Licensing cases know that they are present.

The VO should take the top copy (original) of the Record of Interview from the prosecutor, if necessary, and give them the photocopy they received when notified to attend (not Scotland).
- 1.8 The VO should bow to the Magistrates (Justices in Scotland) on entry to the court, and stand up each time as the Magistrates enter or leave the courtroom. The VO should be guided by the prosecutor regarding court etiquette.

Matter Proceeds

- 1.9 Where the defendant attends court and enters a 'not guilty' plea in a case for which the VO will be giving evidence, the VO must leave the court room until called to give evidence.
- 1.10 The Prosecutor will call for evidence, which is usually one Visiting Officer.
- 1.11 The VO should enter the witness box when requested and ensure they:
- Speak clearly.
 - Take the Oath / Affirmation.
 - Tell the court their full name and that they are employed as (*Job Title*) by Capita Business Services, authorised by the Licensing Authority to undertake TV Licensing work - Using the correct form of address.
 - Request to be allowed to refer to their interview notes.
- 1.12 The defendant (or their solicitor) may then ask any relevant questions which they may have of the witness. The prosecutor may then re-examine the witness if necessary.
- 1.13 This procedure follows in respect of any other prosecution witnesses.
- 1.14 The VO must leave the witness box when allowed to do so. When the VO is no longer required by the prosecutor and given permission, they may leave the court (bowing to the Magistrates on exit).
- 1.15 No information must be given to the media. The procedures outlined in Chapter 1, Section 7 are to be followed.

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

1.0 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

1.1 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

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1.3 **Redacted under section 31 (“law enforcement”) of the Freedom of Information Act**

1.4 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

1.5 **Redacted under section 31 (“law enforcement”) of the Freedom of Information Act**

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

TV Licensing Visiting Procedures (Chapter 16 – Section 1) – Requesting and Executing a
Search Warrant
Commercial In Confidence

- 1.6 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.7 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.8 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.9 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.10 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.11 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.12 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 1.13 Redacted under section 31 ("law enforcement") of the Freedom of Information Act

Execution of a Search Warrant

2.0 Glossary of terms

Search Warrant – a Search Warrant is issued by a magistrate and gives us the legal right to search premises to gather evidence of suspected TV Licensing evasion.

Notice of Powers and Rights – a document that provides an overview of the powers and rights relating to the executing officer and the occupier. A copy must be handed to the occupier.

Deposition – a statement made by a witness to support the Search Warrant application.

2.1 Once legal approval has been given, the Warrant and Deposition will be prepared and a licence check made. If there is still no licence on file, a Court Presenter will attend court to apply for the Warrant. (In Scotland the Procurator Fiscal normally signs the application at TV Licensing's request. The VO or VM will attend court to swear to the information). Prior to submission of the application, a check **MUST** be made to ensure that the person applying for the warrant or swearing to the information provided is named on the BBC authority list. **If the attendance at court to obtain the warrant is more than two days after the last check to see if a licence is on file, the TVL Field Business Centre must be contacted for a further licence check to be made prior to swearing the information.** This check must also be noted on the case papers. If successful, the Warrant is issued. (In England, Wales and Northern Ireland the Magistrate, in Scotland the Sheriff, will sign this.)

2.2 A Search Warrant is valid for one calendar month from the date of signature (28 days in Scotland) and may only be executed within that time. Whilst it may be necessary to go to the address several times to find someone home, each warrant will only authorise a single search of the premises. Redacted under section 31 ("law enforcement") of the Freedom of Information Act. Each attempt to execute the warrant must be noted on the papers. Once executed, the papers are to be passed to the TVL Field Business Centre for the court to be advised of the outcome.

2.3 To minimise the impact on normal operations Area Managers accompanied by a VO should in normal circumstances execute search warrants. **On no account must the warrant be executed without two officers being present.** Normally the two officers must be accompanied by a police officer. If the police are unable to assist, in exceptional circumstances a warrant may be executed without them. The police must confirm that they are not aware of risks that could arise at that property. Permission to proceed must be sought and obtained from The Director of Field, The Head of Legal Services and Head of Field Services at the BBC.

2.4 **Before each attempt to execute the warrant, the TVL Field Business Centre must be contacted to confirm whether or not a TV licence has been purchased for the address in question.**

Redacted under section 31 ("law enforcement") of the Freedom of Information Act

- 2.5 Arrangements **must** be made with the Police for a constable to accompany the execution of the warrant. The constable is there to ensure that a breach of the peace does not take place, not to assist in the execution of the warrant. However, legally the officer has the power to execute the warrant.
- 2.6 Police availability will be dependant on their operational commitments. It is important to make contact with the appropriate police station as soon as the warrant is issued to explain that help will be needed within the next 30 days to execute that warrant. Attempts should then be made at this stage to agree a mutually convenient time.
- 2.7 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 2.8 Redacted under section 31 ("law enforcement") of the Freedom of Information Act, the VO should arrange for an officer to be present at the Police station.
- Identification must be made to the civilian at the front desk and a request must be made to speak to the duty Sergeant.
 - Enquiries must be made with the officer in charge to verify if the Police hold any information on the occupiers, which may indicate that they could resort to violence.
 - A review with the Police must be held to assess what measures can be taken to reduce any risks.
- Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- Because there is a risk that the occupiers could resort to violence, once the door has been knocked, the police officer must stand between the two attending officers and the occupier. Police have protective equipment and are trained to deal with any threats of violence.
 - If violence is offered or takes place the situation must be diffused prior to proceeding.
- 2.9 **No attempt is to be made by Capita staff to force access to premises.** If any person on the premises intentionally obstructs access either physically or fails to assist by refusing to give personal details, that person is to be **cautioned** and advised that it is an offence which can lead to prosecution for obstructing the execution of a Search Warrant.

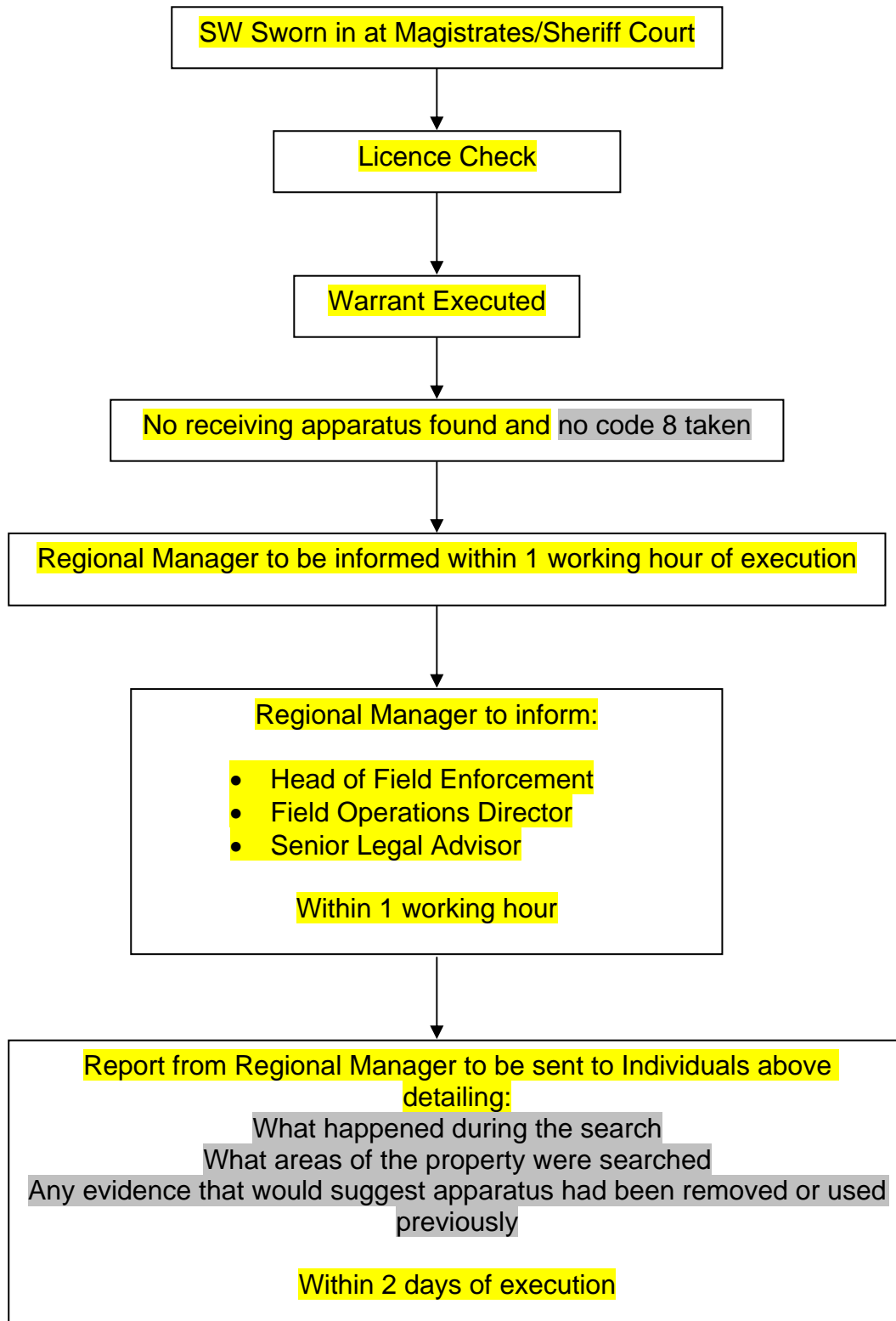
Any comments made following the caution must be recorded in the usual way and if possible and practical the notes offered for signature. A full report **must** be prepared and submitted with the case papers to allow consideration of further action against the individual.

Should the occupant refuse to give their name to the VO when executing the warrant, the accompanying constable should be asked to intervene and request the information before the search begins. (Failure to give your name to a Police constable when asked to do so is a separate offence.) The name & number of the constable must be noted.

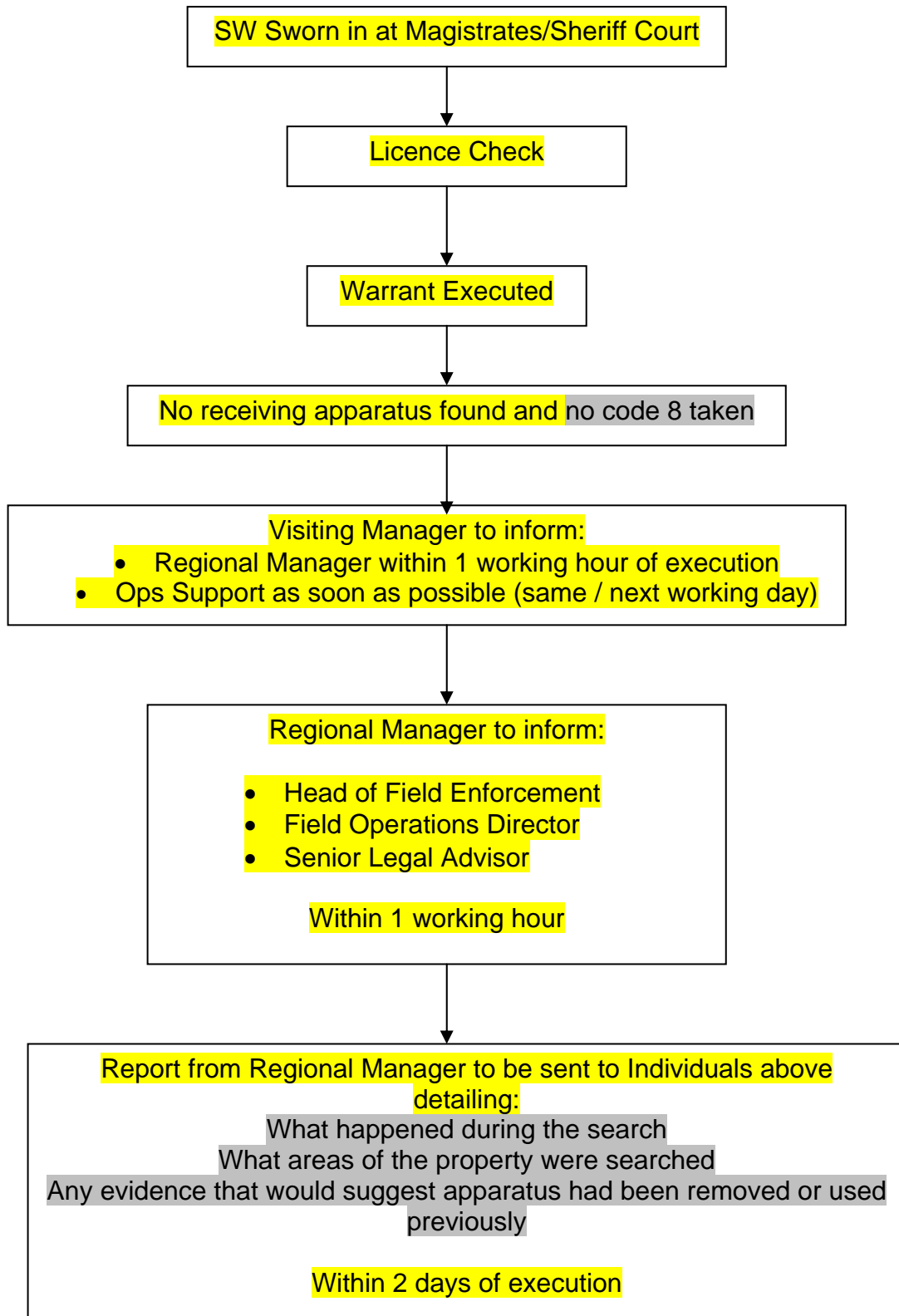
- 2.10 **Due consideration must always be given to other peoples property and human rights of all those present** The warrant empowers us to enter premises to gather evidence of a suspected offence of TV Licence evasion only.
- 2.11 If access is gained to the premises, a copy of the Warrant and the Notice of Powers and Rights must be handed to the householder or left in a prominent position on the premises. (Note - In Scotland, a copy of the Warrant is shown to the householder, but no documents are left at the premises.)
- 2.12 **If no TV is found, the TVL Field Business Centre and The Head of Legal Services must be informed of the case immediately.**
- 2.13 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 2.14 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 2.15 Redacted under section 31 ("law enforcement") of the Freedom of Information Act
- 2.16 Any search of the premises must cease once sufficient evidence has been gathered. A Record of Interview is to be completed and the separate Search Warrant Execution information sheet **MUST** be prepared. The Visit Request should be completed with the relevant reply code.
- 2.17 Any persons who are present during the interview **MUST** be noted on an additional notes sheet. This includes the name of the accompanying officer, Police Officers and others known to be present in the house. **If it is not possible to obtain the name of each person present, a description should be noted.**
- 2.18 All papers relating to the visit are to be returned to the TVL Field Business Centre who will advise the court as to the outcome of the warrant.
- Multi-occupied premises**
- 2.19 A Search Warrant for multi-occupied premises will only allow access to common areas of the property. Those executing the search warrant will be informed in advance if it is a known multi-occupied property. If the property is found to be multi-occupied, permission must be sought to inspect individual units. If access is refused to an individual unit, a further warrant would be required if evidence of evasion was found.

TV Licensing Visiting Procedures (Chapter 16 – Section 2) – Requesting and Executing a
Search Warrant
Commercial In Confidence

2.20 Search Warrant Execution
No Receiving Apparatus



**2.20 Search Warrant Execution
No Receiving Apparatus**



Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

1.0 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

2.0 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

2.1 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

2.2 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

2.3 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

2.4 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

2.5 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

2.6 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

3.0 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

3.1 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

4.0 Redacted under section 31 (“law enforcement”) of the Freedom of Information Act

Words And Phrases Defined For The Guidance Of Visiting Officers

Adult	An adult is a person who is aged 18 years or older
178	(TVL178) the Record of Interview form
ARC	Accommodation for Residential Care
Redacted under section 31 ("law enforcement") of the Freedom of Information Act	Redacted under section 31 ("law enforcement") of the Freedom of Information Act
BBC	The British Broadcasting Corporation.
CA	Court Administrator
CAM	Commercial Account Manager.
Capita	Capita Business Services Ltd, the company that has the contract to administer the TV Licence for the BBC.
Redacted under section 31 ("law enforcement") of the Freedom of Information Act	Redacted under section 31 ("law enforcement") of the Freedom of Information Act
CEE	Cash Easy Entry (A cash installment payment scheme for a TV Licence, administered by RMS)
Certificate of Service	A document signed by the person who has served documents or notices on another to indicate the type(s) of documents served, the method and date of service; e.g. personal service of a summons and associated notices.
The Code for Crown Prosecutors	The code is designed to make sure that everyone knows the principles that the Crown Prosecution Service applies when carrying out its work. By applying the same principles, everyone involved in the criminal justice system is helping the system to treat victims fairly, and to prosecute defendants fairly but effectively
Comms Act	Communications Act 2003. This has replaced the 1949 Wireless Telegraphy Act and some of the later legislation under which TVL operates.
CP	Court Presenter
Deposition	A statement made by a witness to support the Search Warrant application.

Disabled	Suffering from severe physical incapacity
Diplomatic Immunity	Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Diplomatic Status	Redacted under section 31 ("law enforcement") of the Freedom of Information Act
DV	Detector Van
DVD/DVDR	Digital Video Disc / Recordable Version
Redacted under section 31 ("law enforcement") of the Freedom of Information Act	Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Redacted under section 31 ("law enforcement") of the Freedom of Information Act	Redacted under section 31 ("law enforcement") of the Freedom of Information Act
Evidence	All the legal means exclusive of mere argument which tend to prove or disprove any matter of fact, the truth of which is submitted to judicial investigation.
H&S	Health & Safety
Husband and Wife	A married couple. In <i>Monks v Pilgrim</i> , following on from the indication that a visitor should not be prosecuted, Mr Justice Lloyd went on to say, "The position, however, as between husband and wife seems to me to be different, and to be beyond any real doubt. Both are using the television set if they switch it on or watch it, even if the television set belongs to the one and not the other. They both use it, it seems to me, if they switch it on or watch it, even though the licence has always been paid for by the one or the other in the past. They are, therefore, both capable of committing offences under Section 1 of the Act and each can be separately charged".
Language difficulty	Inability to communicate effectively with other person (e.g. Visiting Officer).
Lodger	A person living at the premises (who is not the occupier or tenant) generally on a temporary basis where the general possession of the premises remains in the Landlord.
LASSY	Licence Administration Support SYstem
MBP	Monthly Budget Plan

TV Licensing Visiting Procedures (Chapter 18) – Definitions and Glossary of Terms
Commercial In Confidence

MCP	Monthly Cash Plan (A cash installment payment scheme for a TV licence, administered by RMS)
Notice of Powers and Rights	A document that provides an overview of the powers and rights relating to the executing officer and the occupier. A copy must be handed to the occupier.
PACE	Police and Criminal Evidence Act 1984.
PACE Codes of Practice	These are Codes of Practice issued by the Home Secretary providing instructions as to how interviews should be carried out. Section 67(9) of PACE states that persons other than Police Officers were charged with the duty of investigating offences shall in discharge of that duty have regard to any relevant provision of such a Code. The Courts have held that persons such as TV Enquiry Officers are in the position of persons charged with the duty of investigating offences.
Payment Scheme	Any one of a number of schemes designed to assist the licensee to obtain a licence and cope with payments.
Search Warrant	A Search Warrant is issued by a magistrate and gives us the legal right to search premises to gather evidence of suspected TV Licensing evasion.
PayPoint	Over the counter provider for TV Licensing.
Purchase same day	A licence purchased on the same day as the Enquiry Officer's visit. This is not valid for any previous day
RM	Regional Manager
RMS	Revenue Management Services; the company that administers cash installment payment schemes and savings cards for TV licences.
Section 9 Procedure (E&W)	Section 9 of the Criminal Justice Act 1967 (E&W) provides a procedure for the evidence of a witness to be given the form of written statement rather than by oral evidence, in England & Wales.
Section 1 Procedure (NI)	Section 1 of the Criminal Justice, Miscellaneous Provisions, Act (NI) 1968 provides a procedure for the evidence of a witness to be given the form of written statement rather than by oral evidence, in Northern Ireland.
Section 12 Procedure (E&W)	Section 12 of the Magistrates Courts Act 1980 provides a procedure, in England & Wales, enabling a person to plead guilty without the necessity of attending Court.
Short-dated	Amendment to the date of expiry originally inserted on a TV licence; e.g. to allow recovery of revenue if there is a gap between the expiry date of a previous licence and its renewal. A Licence is not, however,

valid prior to its date of purchase.

Redacted under
section 31 (“law
enforcement”) of
the Freedom of
Information Act

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Information Act

Student	Normally a young person under 25 years of age living away from home studying at University or some other place of Education.
Television Licence	A licence authorising the installation and use of a television receiver. The prosecution does not have to prove the Defendant had no licence (Magistrates Courts Act 1980 Section 101).
Television Receiver	Any apparatus of a description specified in regulations made by the Secretary of State under Section 368 of the Communications Act 2003.
Video Recorder / VCR	A machine for the recording and playback of televisual images
Visitor	A person who does not reside at the address.
VM	Visiting Manager, (previously referred to as Area Manager).
VO	Visiting Officer, (previously referred to as Enquiry Officer). For the purposes of these instructions, VO also means all those people who carry out TVL visits.
VPN	Visit Party Number
Withdrawal	Taking a case from the jurisdiction of the Court prior to any plea having been entered. The Court should always be asked if the case may be withdrawn. Should they for any reason refuse to allow a case to be withdrawn, then the Officer should offer no evidence and the case will be dismissed.
Young Adult	A person aged between 18 and 25 years.