



Information Policy & Compliance  
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Joyce Lawrence

Via email: [request-358322-545b4d3f@whatdotheyknow.com](mailto:request-358322-545b4d3f@whatdotheyknow.com)

10<sup>th</sup> October 2016

Dear Joyce Lawrence

**Request for Information – RFI20161667**

Thank you for your request of 13<sup>th</sup> September 2016 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

*"On your application for a ARC TV Licence Question 2 of Section 4.5 states the following  
"Dose the accommodation [sic] have any respite/short stay accommodation [sic] yes or no"  
This is confusing as surely it should state guest rooms and respite rooms as these both come under  
entirely different legislation in the TV Licencing rules but are both short stay accomodation [sic],am i  
correct ?  
This i state as of the following reason  
1st April 2007 1 respite room is included in a ARC TV Licence  
The current TV Licence application clearly states under section 2.2 below Details of Carer the  
following is written  
IMPORTANT NOTE : TV,s in communal [sic]rooms ,GUEST ROOMS ,and resident staff accomodation  
[sic] are NOT covered by the ARC Licence.  
This is confusing when the application asks if you have short stay accommodation when clearly  
there are two different types of short stay accomodation [sic] one included in the ARC Licence and  
one not so i am asking  
how you differentiate the two types when a application for a ARC TV licence is applied for as it asks  
for number of guest rooms but dose not ask for number of respite rooms ?"*

Please note that "TV Licensing" is a trade mark used by companies contracted by the BBC to administer the collection of television licence fees and enforcement of the television licensing system. The majority of the administration of TV Licensing is contracted to Capita Business Services Ltd ('Capita'). Over-the-counter services are provided by PayPoint plc ('PayPoint') in the UK, and by the Post Office in the Isle of Man and Channel Islands. Marketing and printing services are contracted to Proximity London Ltd. Media services are contracted to Media Planning Limited trading as Havas Media UK. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Please be advised that the Act gives a general right of access to all types of recorded information held by public authorities. We are not required to create new information to respond to a request, or give a judgement or opinion that is not already recorded. As this is a query rather than a request for recorded information, we are not obliged to provide you a response to your question.

However, in line with our duty to advise and assist you under section 16 of the Act, I am happy to inform you that the TV Licensing Customer Relations team will be able to assist you with your query. The team can be contacted at [tvl-darwenCR@capita.co.uk](mailto:tvl-darwenCR@capita.co.uk).

### **Appeal Rights**

If you are not satisfied that the BBC has complied with the Act in responding to your request you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review under the Act and including your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF. Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) or see <http://www.ico.gov.uk/>.

Kind regards

Rupinder Panesar

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

