



Information Policy & Compliance  
[bbc.co.uk/foi](http://bbc.co.uk/foi)

Mr Mark Salter

Sent by email to: [request-63743-b8872ee5@whatdotheyknow.com](mailto:request-63743-b8872ee5@whatdotheyknow.com)

15<sup>th</sup> September 2011

Dear Mr Salter,

### **Freedom of Information Act 2000 – RF120110507**

I refer to your request for information of 21<sup>st</sup> April 2011, made under the Freedom of Information Act 2000, regarding the handling of and reporting of interference complaints and the BBC's termination last year of its contract with Ofcom to provide that service. Specifically you requested:

- a) All documents sent from the BBC to Ofcom.
- b) All documents received by the BBC from Ofcom

I refer also to our various conversations following your request when we agreed a way forward. I am sorry for the delay in responding and as agreed, I have searched the documents that I hold, as the project manager responsible for the transition of the service back into the BBC. As discussed I do not hold many documents relating to the scope of the service, since the division between the 'reasonable arrangements' referred to in the BBC's obligation and Ofcom's own duties were not formally defined. As a result, in taking on the service, we have adapted our processes as we have learnt more about the types of cases we received. I do, however, enclose the following emails which reflect some of the discussions we had with Ofcom around where particular issues should be handled:

- Email of 2<sup>nd</sup> June 2010 from Steve Kennett of Ofcom to Sara Elvidge-Tappenden confirming details of a meeting.
- Email of 27<sup>th</sup> July 2010 from Steve Kennett to Sara Elvidge-Tappenden regarding an RIS and Pirate Radio Meeting.
- Emails of 13<sup>th</sup> August 2010 between Ofcom and the BBC re: Ofcom call centre issues.
- Email of 16<sup>th</sup> August 2010 from Colin Bull of Ofcom re Ofcom call centre issues.
- Emails of 31<sup>st</sup> August 2010 from Mark Walls of Ofcom to Sara Elvidge-Tappenden in relation to press briefings relating to the change in the RIS service.
- Email of 21<sup>st</sup> April 2011 from Sara Elvidge-Tappenden to Steve Kennett

In addition I enclose the following document:

- BBC document produced to clarify the referral guidelines for interference reports. These draft referral guidelines were produced to assist our specialist analysts in determining when it would be appropriate to hand a case over to Ofcom for investigation by their enforcement team. Ofcom have made some comments on the document, which have been incorporated, but it has not been formally agreed. In addition, there is further work required to resolve the issue of multiple reports or wide area interference to MF and LW services.

You will see that some information has been redacted because it is personal data and is therefore exempt from disclosure under section 40(2) of the Freedom of Information Act. Personal information about living individuals is exempt if disclosure to a third party would breach one or more principles of the Data Protection Act 1998. To disclose the information would be unfair; therefore, disclosure would breach the First Data Protection Principle, fairness.

I trust that this answers your enquiry.

Kind regards,

Yours sincerely

Sara Elvidge-Tappenden  
Head of Projects and Resources BBC Distribution

Enclosures

