

From: [redacted]
Sent: 07 July 2016 11:56
To: [redacted]
Cc: [redacted]
Subject: 3 year comparison
Attachments: [redacted] ~info.xlsx — 531

Sensitivity: Confidential

Follow Up Flag: Follow up
Flag Status: Flagged

Hi [redacted]

Please see attached and let me know if you need any more.

Regards

[redacted]

[redacted]

BBC TV Licensing

Mobile: [redacted]

E-mail: [redacted]

You can renew or buy a TV licence at www.tvlicensing.co.uk

From: 540(2)
Sent: 11 July 2016 07:11
To: 540(2)
Subject: RE: Lines on the release of info from the SRP pack
Attachments: image001.jpg

Follow Up Flag: Follow up
Flag Status: Completed

Hi 540(2)

531

531

I guess the LAE would be around coverage and equality of action.

Hope this makes sense but get back to me if I can help.

Regards

540(2)

540(2)

Sent from iPad

From: 540(2)
Sent: 08 July 2016 18:44
To: 540(2)
Cc: Communications - TVL; 540(2)
Subject: Lines on the release of info from the SRP pack

Hi all

540(2) - please find these attached in case you need them this weekend.
540(2) - can you please add these to the shared drive on Monday?
540(2) - there's one question I need your help with at the end of the one-pager.

Also attached is background information from 540(2) and 540(2). Please find below the link to the info on WDTK and the link to the blog where stories have appeared.

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

tv-licensing.blogspot.co.uk<<http://tv-licensing.blogspot.co.uk>>

Best wishes

560(7)

560(7)

BBC TV Licensing

Phone: 560(7) 4obex: 560(7) Email: 560(7)

Post: The Light House, Media Village, 201 Wood Lane, London, W12 7TQ

Twitter: follow @TVLicensingNews<<https://twitter.com/tvlicensingnews>> for news and updates

[cid:image009.jpg@01D0D685.D635F840]

From: S40(2)
Sent: 11 July 2016 11:25
To: S40(2)
Cc: Communications - TVL
Subject: FOI further coverage - TV Licensing Blog

Hello all,

As an update, the TV Licensing Blog has published a further article about our request to remove information from WDTK. ' S40(2) which can be read [here](#) and relevant paras also copied below.

Crimebodge.com has also run a piece on search warrants highlighting the number overall and the zero figure in Scotland: <http://crimebodge.com/the-shocking-truth-about-tv-licensing-search-warrants/>

Many thanks,

S40(2)

TV Licensing Blog:

We duly wrote an article on the BBC's embarrassing blunder, which drew its attention to the oversight and spurred it into seeking removal of the "leaky" documents from [WhatDoTheyKnow](#).

By carelessly clicking the "send" button, S40(2) has undone decades of secrecy on the subject of TV Licensing search warrants. Try as it might, there is no way the BBC can undo that damage now the genie is out of the bottle.

WhatDoTheyKnow has asked the BBC to clarify its reasons for requesting takedown of its disclosure documents, but a source close to the website has confirmed that it's very unlikely any material will ever be removed.

It is widely believed that the BBC will cite "commercial sensitivity" and "law enforcement" reasons for the takedown, but WhatDoTheyKnow is under no legal obligation to comply with the request.

WhatDoTheyKnow volunteer Doug Paulley, made the following annotation: "The BBC has been in touch about their redaction failure, and we're seeking to establish if there is any material which we should remove from public view.

"We only remove material if we are legally required to do, or in exceptional, very rare cases of clear moral need to do so. Our legal obligations are not the same as a public body's.

"As far as we know at the moment, there doesn't appear to be any compelling reason for us to remove any information published on this request."

In the extremely unlikely event that WhatDoTheyKnow does succumb to the BBC's request, you will still be able to download the "leaky" documents from [this folder](#).

S40(2)

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

BBC

For all of us.

Good to talk to you this morning. Just to confirm we will add in the highlighted phrase and send back to S40(2) and that S40(2) is also happy. S40(2) can you please adapt the LAEs similarly and log the full document on the shared drive.

Hi: S40(2)

Thanks for getting in touch.

S43(2)

S43(2)

Best regards,

S40(2)

From: BBC Press Office

Sent: 11 July 2016 10:11

To: i S40(2) · BBC Press Office

Cc: S40(2) · Communications - TVL; S40(2)

Subject: RE: *Duty Ed dealing* Media enquiry - S40(2) - D Tel

Hi S40(2) thanks for this, I'm not across this but the line doesn't make sense to me. Was the Q&A signed off this end?

Thanks

S40(2)

BBC Press Office

5045 Broadcasting House

London

W1A 1AA

Tel: 020 7 765 5900

Email: press.office@bbc.co.uk

From: S40(2)

Sent: 11 July 2016 09:56

To: BBC Press Office

Cc: S40(2) Communications - TVL

Subject: *Duty Ed dealing* Media enquiry - S40(2) - D Tel

Importance: High

Hi S40(2)

We've had an enquiry from S40(2) following the release of FOI 8716 last week about

S43(2)

S43(2)

I've chatted through with S40(2) and using the LAEs agreed last week, propose issuing the following response. Please let me know if you are happy with this, or if there is anything you would like to change.

He'd like a response from us this morning.

Many thanks,

S40(2)

Hi S40(2)

Thanks for getting in touch.

S43(2)

S43(2)

Best regards,

S40(2)

S40(2)

| Mob: S40(2)

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For all of us.

From: BBC Press Office
Sent: 11 July 2016 11:32
To: 540(2) BBC Press Office
Cc: 540(2) Communications - TVL; 540(2)
Subject: RE: *Duty Ed dealing* Media enquiry - 540(2) - D Tel - update to line

Fine by me.

Thanks 540(2)

540(2)

BBC Press Office
5045 Broadcasting House
London
W1A 1AA
Tel: 020 7 765 5900
Email: press.office@bbc.co.uk

From: 540(2)
Sent: 11 July 2016 11:31
To: 540(2) BBC Press Office
Cc: 540(2) ; Communications - TVL; 540(2)
Subject: RE: *Duty Ed dealing* Media enquiry - 540(2) - D Tel - update to line
Importance: High

Hi Press Office

I've updated the line as follows – amends highlighted - can you please let us know if you are happy with this?

543(2)

Thanks

540(2)

From: 540(2)
Sent: 11 July 2016 11:08
To: 540(2) BBC Press Office
Cc: 540(2) ; Communications - TVL; 540(2)
Subject: RE: *Duty Ed dealing* Media enquiry - 540(2) D Tel
Importance: High

Hi 543(2) and 540(2)

540(2) came back with the following:

543(2)

S43(2)

We propose the following response:

S43(2)

Please do let us know if you are happy with the above line.

Many thanks,

S40(2)

S40(2)

Twitter: Follow [@TVLicensingNews](#) for news and updates

YouTube: Visit our YouTube channel at [youtube.com/TVLicensing](#)

BBC

For all of us.

From: S40(2)

Sent: 11 July 2016 10:21

To: S40(2) BBC Press Office

Cc: S40(2) Communications - TVL; S40(2)

Subject: RE: *Duty Ed dealing* Media enquiry - S40(2) - D Tel

Yes of course – many thanks all.

Will respond to S40(2) and update the LAEs on the system now.

S40(2)
– I'll send a log through shortly.

S40(2)

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BBC

For all of us.

From: S40(2)

Sent: 11 July 2016 10:18

To: BBC Press Office; S40(2)

Cc: S40(2) Communications - TVL; S40(2)

Subject: RE: *Duty Ed dealing* Media enquiry - S40(2) - D Tel

Importance: High

Hi: S40(2)

Best regards,

S40(2)

From: BBC Press Office

Sent: 11 July 2016 10:11

To: S40(2) · BBC Press Office

Cc: S40(2) ; Communications - TVL; S40(2)

Subject: RE: *Duty Ed dealing* Media enquiry - S40(2) D Tel

Hi S40(2) thanks for this, I'm not across this but the line doesn't make sense to me. Was the Q&A signed off this end?

Thanks

S40(2)

BBC Press Office

5045 Broadcasting House

London

W1A 1AA

Tel: 020 7 765 5900

Email: press.office@bbc.co.uk

From: S40(2)

Sent: 11 July 2016 09:56

To: BBC Press Office

Cc: S40(2) ; Communications - TVL

Subject: *Duty Ed dealing* Media enquiry - S40(2) D Tel

Importance: High

Hi S40(2)

We've had an enquiry from S40(2) following the release of FOI 8716 last week about

S43(2)

I've chatted through with S41(2) and using the LAEs agreed last week, propose issuing the following response. Please let me know if you are happy with this, or if there is anything you would like to change.

He'd like a response from us this morning.

Many thanks,

S40(2)

Hi S40(2)

Thanks for getting in touch.

S43(2)

S43(2)

Best regards,

56067)

545(2)

Twitter: Follow [@TVLicensingNews](#) for news and updates

YouTube: Visit our YouTube channel at youtube.com/TVLicensing



For all of us.

From: S40(2)
Sent: 12 July 2016 14:02
To: Communications - TVL; S40(2)
Subject: FW: Bullets sent to Pipa this week FYI

S40(2)

From: S40(2)
Sent: 12 July 2016 14:02
To: Pipa Doubtfire
Subject: Bullets

Here you go Pipa.

This week

Not relevant

-
- Error resulted in incorrectly "locked" document being sent to WDTK website. Redacted information could be retrieved. Some redacted info has been released on an anti-TV Licensing website and S43(2)

Nothing in the information contradicts anything we have said publicly.

Not relevant

Best wishes

S40(2)

S40(2)

BBC TV Licensing

Phone: S40(2) **Mobex:** S40(2) **Email:** S40(2)

Post: The Light House, Media Village, 201 Wood Lane, London, W12 7TQ

Twitter: follow [@TVLicensingNews](https://twitter.com/TVLicensingNews) for news and updates



For all of us.

From: S40(2)
Sent: 12 July 2016 18:02
To: Pipa Doubtfire
Cc: S40(2)
Subject: Lines against enquiry for the SRP packs : FOR APPROVAL WED PLEASE PIPA
Attachments: LAEs for SRP FOI 8716.V1.docx; S40(2) ~info.xlsx; RE: Lines on the release of info from the SRP pack

Importance: High

Follow Up Flag: Follow up
Flag Status: Completed

Hi Pipa

Please find attached the LAEs we discussed, along with some field information S40(2) had pulled together for another purpose showing trends in the field and an email he did to explain the field team targets.

Let me know if you have any queries.

Best wishes

S40(2)

S40(2)

BBC TV Licensing

Phone: S40(2) **Mobex:** S40(2) **Email:** S40(2)

Post: The Light House, Media Village, 201 Wood Lane, London, W12 7TQ

Twitter: follow [@TVLicensingNews](https://twitter.com/TVLicensingNews) for news and updates



For all of us.

LAEs for SRP packs

V2

12.7.16

Q: Why are so few search warrants executed?

A: We are open about the fact that TV Licensing applies for search warrants only in rare circumstances where other most cost-effective and less intrusive enforcement methods have been exhausted.

Q: Why were no search warrants applied for in Scotland over the financial year 2014/2015?

A: Previously Procurators Fiscal have not granted search warrants in Scotland. We are working with the Crown Office in Scotland to resolve this. This year a search warrant was successfully executed and further applications are due.

Q: If thousands of people have withdrawn your right of access to visit, does that mean you cannot take enforcement action at those addresses?

A: No. Those addresses will be prioritised for detection. There has been a 30% decrease in WOIRA* claims as at May this year compared to the same time last year.

- **WOIRA = withdrawal of implied right of access to visit an address*
- Further info: total WOIRA claims as at March 2015 = 16k. Since then we have released a figure for December 2015 to WDTK which was 20k. So this figure is not news
- New WOIRA claims 2,369 as at May 2016, figure at same time last year was 3,388 (a decrease of -30.1%)
- Other WOIRA figures released at various times on WDTK (but not to this level of detail).

Q: In the March 2015 SRP pack, all of the following are down from the previous year: field sales, visits, prosecution statements and the number of officers. Is this a lack of success for TVL's collection methods?

A: The opposite. We collected £3.7bn this year and there are more licences in force than ever before (25.6m). Using field staff is expensive as letters and phone calls are much cheaper. Our direct mail methods have improved so sales are achieved earlier and more cost-effectively.

Q: Why did so many field officers leave in 14/15?

A: Being an Enquiry Officer is a tough job and unfortunately the public do not always respect our staff or the job they do. Attacks on officers more than doubled in 2014/5.

Q: Why has the number of prosecution statements taken in Scotland dropped (by 7.8k in 14/15)?

A: Activity patterns for officers and where they are deployed vary over time.

Q: Why is the percentage of No Licence Needed (NLN) homes visited at 7%?

A: We've said publicly we visit a proportion of NLN homes to confirm a licence isn't needed. We constantly revise which addresses are selected, aiming to visit where we believe a licence may be needed.

Q: Why do you withdraw so many cases before they come to court?

A: As noted in the Perry Review of July 2015, TV Licensing does not prosecute the majority of first time evaders if they pay a licence before the case comes to court. The Prosecution Code on the TVL website also makes this clear.

Q: Does the BBC set targets for the number of prosecution statements taken by enquiry officers?

A: No. The BBC has never set targets for prosecution statements as part of the contract with Capita.

Q: In the March 14 pack, a tab reads Evasion Code 8 Target by team. Do officers have targets for the

A: This target required Capita to visit and take prosecution statements from postcode areas across the country to ensure all areas were being covered. This target has since been amended to more accurately reflect what information was required to confirm if a licence is needed. Outcomes now noted include buying a licence, confirming an address is unoccupied, a prosecution statement being taken and a note that no licence is needed.

Press Enquiry received

543(2)