



Information Policy & Compliance

bbc.co.uk/foi bbc.co.uk/privacy

Peter Jones

Via email: request-301184-68645ee2@whatdotheyknow.com

2 December 2015

Dear Mr Jones

Request for Information – RFI20151869

Thank you for your request of 8th November 2015 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

"I have been informed that TV Licensing may target the properties of recently-deceased over-75 TV licence holders.

Please provide all information held by the BBC that mentions or relates to:

- How TV Licensing establishes that an over-75 TV licence holder has died.*
- The procedures TV Licensing follows in relation to the death of an over-75 TV licence holder.*

As it may assist your processing of my request, I am happy to volunteer the fact that I am seeking to establish whether or not TV Licensing deliberately targets, by way of letter or visit, the properties of recently deceased over-75 TV licence holders."

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 Havas Media. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

I shall address your requests in turn below.

Request 1

We will normally receive notification of a death from a relative, executor of a will or a solicitor. In addition, TV Licensing receives monthly notification of deceased over 75 licence holders from the Department of Work and Pensions (DWP).

Request 2

Please find attached, as Disclosure document 1, recorded information we hold that is relevant to this part of your request. Details which constitute personal information have been redacted in accordance with section 40(2) of the Act.

I note that you are “seeking to establish whether or not TV Licensing deliberately targets, by way of letter or visit, the properties of recently deceased over-75 TV licence holders” and, whilst this is not a request for recorded information, I am happy to provide you with some background information in line with our duty to advise and assist you under section 16 of the Act.

When TV Licensing receives notice of the death of an over 75 licence holder from a member of the family or from a representative dealing with the will, it will seek to establish whether there are other occupants of the address. If there are other occupants who are relatives and they are over 75, their details will be taken so that an over 75 licence can be issued in their name once the current over 75 licence has expired. If other occupants who are relatives are not over 75, details will be taken so that a reminder can be issued to buy a licence when the free over75 licence expires. If there are no other occupants who are relatives, then the licence will be cancelled and the address marked as vacant on the database. As with all addresses where we do not know if a licence is required, this address will then be selected for mailings to ascertain the licensable status of the address. If no response is received to those mailings, the address might be visited.

If the DWP notifies us of a death and we are not aware of whether there are other occupants at the address who are relatives, an appropriately worded letter will be sent asking the reader to call TV Licensing and renew the licence. As you will be aware, the BBC is currently reimbursed by the DWP for the cost of issuing free over 75 TV Licences. Consequently, TV Licensing is responsible for ensuring that free over 75 licences are issued only to those who are entitled to benefit from the concession.

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

