



Mr A Willmore

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19 November 2021

Dear Mr Willmore

### **Request for Information – RFI20211609**

Thank you for your request to the BBC of 25<sup>th</sup> October 2021 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

*"Dear British Broadcasting Corporation,*

*I have just watched this YouTube video: <https://youtu.be/7jKaQkobXDk?t=21>*

*In it, a TVL enforcement officer says "For your own protection I am going to record you", implying that he has a device that will record the conversation. You have stated in your response to RFI20211450 "I can confirm that visiting officers are not currently issued with any audio/visual equipment in connection with their enforcement duties.". The word "currently" in that response is important.*

*The video dates from 2014. As part of my so far unacknowledged FOI request please also confirm when TVL enforcement officers lost the ability to record conversations electronically."*

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 Limited ('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. Target Group Limited ('Target') is the supplier for the Simple Payment Plan. Marketing and printing services are contracted to RAPP Limited (formerly Proximity London Limited). Media services are contracted to Havas Media Limited. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Further to my response to your request RFI20211557, we can confirm that the handheld electronic devices issued to visiting officers have never been able to record conversations. Separate to this, for your information and to provide further clarity, the use of body worn video equipment (able to record audio and video) was trialled between April 2019 and March 2020 to help safeguard the health and safety of officers and to deter physical and serious verbal assaults against them. The video recording equipment was only activated when the officer felt their health

and safety could have been at risk because of the situation they were in; and unless impracticable to do so, the officer will have also told anyone present that the equipment was recording.

Information about the use of body worn video equipment during this trial period is readily available on the TV Licensing website at <https://www.tvlicensing.co.uk/faqs/FAQ311>

## **Appeal Rights**

If you are not satisfied that we have 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 and including your reference number. A request for an internal review must be made within 40 working days of receiving the BBC's response to your original request.

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, Cheshire, SK9 5AF, Tel: 0303 123 1113 or see <https://ico.org.uk/>.

Yours sincerely

Rupinder Panesar

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

