



Information Rights

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

Ian Larman

request-609346-54bd5587@whatdotheyknow.com

30 October 2019

Dear Mr Larman

Request for Information – RFI20191612

Thank you for your request to the BBC of 6th October 2019 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

"My father passed away recently and a letter was sent to his empty house (not yet sold or transferred as probate is underway).

How was the Licensing Authority aware he had passed?"

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. Target Group ('Target') is the supplier for the Simple Payment Plan trial. Marketing and printing services are contracted to Proximity London Ltd. 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.

Firstly, I should explain 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.

This is a query rather than a request for recorded information and therefore falls outside the scope of the Act. Under our duty to advise and assist you, requests under the Act are not the appropriate medium for such queries and we are unable to respond to questions based on an individual's circumstances. TV Licensing Customer Relations are best placed to address your concerns.

However, I can tell you outside the scope of the Act that TV Licensing sends appropriately and sensitively worded letters to properties, where someone has passed away, if we're notified of the death – usually by the family, a solicitor or the Department for Work and Pensions. It is important we get in touch to let any other occupants know that they remain licensed until the current licence expires but also to check whether anyone else at the property, for example a spouse, is eligible for a free licence. We also want to update the name on correspondence sent as we clearly wouldn't want to continue using the name of the deceased. If there are no other occupants at the property, we'll send a letter to new residents to ensure they're correctly licensed.

If you wish to contact TV Licensing regarding the letter you have referenced, you may do so via any of the following channels:

By email at: enquiries@tvlicensing.co.uk

By post at: Customer Relations, TV Licensing, Darlington, DL98 1TL

By telephone on: 0300 790 6131

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

