



Information Policy & Compliance

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

'Watchkeeper'

Via email: request-188236-47e4c349@whatdotheyknow.com

6th January 2014

Dear Sir/Madam

Request for Information – RFI20131835

Thank you for your request of 6th December 2013 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

"A presentation was made today, 6th December 2013, by TV Licensing™ at the Chinese Community Centre in Birmingham. Under the Freedom of Information Act 2000 please provide the following:

- 1. A copy of the presentation itself,*
- 2. The name(s) of TV Licensing™ staff involved,*
- 3. The name(s) of the said staff's employer(s)."*

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 Mediaedge:CIA International Limited ("MEC"). The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Question 1

Firstly, I should explain that TV Licensing works with a wide cross-section of local commuting organisations and also provides literature in over 18 languages. As part of this community outreach, TV Licensing often engages with organisations which represent people for whom English might not be their first language. People from different countries can sometimes be unfamiliar with the concept of a TV Licence. Therefore through local engagement, we can inform them when a TV Licence is required, and the many payments options available to them.

Please find attached a copy of the presentation you have requested.

Questions 2 and 3

I can confirm that the presentation was given by Clarke Associates, a regional agency acting on behalf of TV Licensing.

Please note that the name of the person who gave the presentation constitutes personal information. Staff who are not senior managers or of individuals who do not work for the BBC do not have a reasonable expectation that their names will be disclosed in this context. We are withholding this information under section 40(2) of the Act.

Personal information about living individuals is exempt under the Freedom of Information Act if disclosure to a third party would breach one or more principles of the Data Protection Act 1998. As members of regional agencies engaged by TV Licensing do not expect their details to be disclosed, to do so would be unfair; therefore, disclosure would breach the first principle of the Data Protection Act 1998 which requires data to be processed fairly and lawfully.

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. **However, please note that you will not be entitled to an appeal unless you provide your name.** The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone 01625 545 700 or see <http://www.ico.gov.uk/>.

Kind regards

Rupinder Panesar

Freedom of Information Advisor, TV Licensing Management Team

