

system. The majority of the administration of TV Licensing is contracted to Capita Business Services Ltd (which undertakes the majority of the administration of the TV Licensing system), with the administration of our cash related payment schemes contracted to iQor UK Limited. PayPoint Network Ltd and PayPoint Collections Ltd are contracted to provide over-the-counter services. Marketing and printing services are contracted to Proximity London Ltd as are public relations and advertising services. The latter are subcontracted by Proximity to Fishburn Hedges Boys Williams Ltd, Abbott Mead Vickers BBDO Ltd and PHD Media Ltd. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Question 1:

By reference to staff training documentation, policy documents etc., how would a member of the public signify to BBC-TV Licensing their intention to withdraw from the enforcement process, such that BBC/TV-Licensing would respect their instructions? (For clarity: so that no further letters would be sent by you and no "visits" attempted).

In answer to your first question, I can confirm under section 1(1) of the Act that we do not hold information detailing how a member of the public would signify to BBC-TV Licensing their intention to withdraw from the enforcement process. This is because it is not possible for a member of the public to withdraw from the enforcement process per se therefore there is no way of opting out of receiving letters.

However individuals can withdraw the implied right of access and this is covered by the BBC TV Licensing Withdrawal of the Implied Right of Access (WOIRA) Policy. A copy of this document (Disclosure Document 1) is provided with this response. Also provided with this response are a number of work instructions as detailed below:

1. Disclosure document 2 - A work instruction for the Customer Relations team who administrate all WOIRA requests. Please note that we have redacted the names of non-senior staff from the Customer Relations Department whose names appear in this document.
2. Disclosure documents 3, 4 & 5 - three internal staff briefings on WOIRA and how to deal with requests; there are three variants of this document for the different teams who may handle such a request
3. Disclosure document 6 – extract on WOIRA from a training brief for operators, WOIRA is mention at page 47 onwards
4. Disclosure document 7 - the ASK (help script) documentation for WOIRA
5. Disclosure document 8 – extract on WOIRA from the Visiting Procedures for TV Licensing officers, Chapter 4 Section 7
6. Disclosure document 9 - extract on WOIRA from the Visiting Procedures for TV Licensing officers, Chapter 4 Section 5 (as above but for ‘Sales Only’ officers)

Please note that where there is a reference within disclosure document 2 to “stopping letters being generated” and similar this refers to a situation where a temporary stop may be placed on letters if a complaint is investigated.

Question 2:

By reference to staff training documentation, policy documents, Intranet content, etc., what is the entire list of types of actions that you accept can be taken by members of the public that will result in your "investigation" being cancelled/withdrawn/curtailed. (For clarity: so that no further letters would be sent by you and no "visits" attempted).

As stated in response to question 1 above, there is no action that can be taken by members of the public to permanently opt out of letters. However, members of the public who do not require a TV Licence because they do not watch television programmes as they are being shown and who notify us of this fact will not receive letters for two years. This is covered by the 'No Licence Needed' Policy which can be found at the following link:

http://www.tvlicensing.co.uk/resources/library/BBC/policies/No_Licence_Needed_policy_25Aug2011.pdf

Members of the public not wishing to be visited by a TV Licensing Visiting Officer can withdraw the implied right of access to their property, covered by the WOIRA Policy referenced in Question 1 above and attached.

Question 3:

By reference to your database, records of correspondence from members of the public, e-mails, decision-making process records, or similar, please provide an anonymous summary list of the types of notification of withdrawal from the BBC/TV-Licensing enforcement process that have actually been given by members of the public, and received and actioned by BBC/TV-Licensing.

I can confirm under section 1(1) of the Act that we do not hold "an anonymous summary list of the types of notification of withdrawal from the BBC/TV Licensing enforcement process". Again this is because it is not possible to withdraw completely from enforcement activity – the only type of activity members of the public are able to withdraw from is visits from enquiry officers, which as stated involves withdrawing the implied right of access to their property. Such notification may be made by phone, in writing or in person when the enquiry officer visits the property.

Question 4:

Any numerical/statistical analysis that has been created in respect of (3).

As there is only one type of notification that can be received (WOIRA) I can confirm under section 1(1) of the act that we do not hold any information relevant to your request. We do hold details on the number of addresses for which we have registered a WOIRA; although this does not appear to be what you are seeking under this request, we can tell you that as at 1st December 2011 our database shows that 1573 addresses are registered as WOIRA. Please note that some of these addresses are licensed.

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, Cheshire, SK9 5AF, telephone 01625 545 700 or see <http://www.ico.gov.uk/>

Kind regards

L Wright (Ms)
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