



Information Policy & Compliance

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

Joe Kemp

Via email: request-315098-46348170@whatdotheyknow.com

4th March 2016

Dear Mr Kemp

Request for Information – RFI20160274

Thank you for your request of 6th February 2016 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

"In my local area shops with paypoint terminals are outright refusing to issue new TV licences, therefore the only way to pay without ownership of a bank card is through a £12.50 postal order plus postage and license costs. How many complaints have you had about not being able to purchase a new license via paypoint?"

Have you investigated creating a session based barcode that has the address details for a new license so it can be used with paypoint terminals. All paypoint shop staff asked for a barcode which does not exist for new TV licenses [sic].

When buying a new license for a single domestic dwelling, what are the specific laws and regulations that say a person's name must be supplied for a new license to be issued? Can a new TV license be purchased without providing any name?"

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

Firstly, please be advised that the BBC's contract with PayPoint requires that all PayPoint agents accept payment for all TV Licensing transactions (including first time licences) by a minimum of cash and debit

card. Therefore, a PayPoint agent has no grounds to refuse to issue a new licence. If you haven't already done so, please contact TV Licensing Customer Relations via the channels below; and we will investigate the matter.

- By email to enquiries@tvlicensing.co.uk
- The post at: Customer Relations, TV Licensing, Darlington, DL98 1TL
- TV Licensing's call centre can be reached on 0300 790 6131

With regard to your specific request, as you have not specified the time period to which your request relates, I am providing you with the most recent figures for complaints received concerning not being able to purchase a new TV Licence at a PayPoint Agent:

Financial year	Number of complaints received
2014/15	2
2015/16 (to January 2016)	2

Request 2

Please be advised that the Act gives a general right of access to all types of recorded information held by public authorities. As this is not a request for recorded information; and we are not required to create new information to respond to a request, or give a judgement or opinion that is not already recorded - we will not be providing a response to this part of your request.

Request 3

As explained on the TV Licensing website at <http://www.tvlicensing.co.uk/about/foi-legal-framework-AB16> the requirement to hold a TV Licence and to pay a fee for it is mandated by law under the Communications Act 2003 ('the Communications Act') and Communications (Television Licensing) Regulations 2004 (as amended) ('the Communications Regulations'). I can confirm under section 1(1) of the Act that we do not hold any recorded information that answers your specific request. However, I am mindful of our duty to advise you under section 16 of the Act and, therefore, I am happy to provide you with a response outside the scope of the Act.

TV Licensing needs to identify the person to whom a licence is issued (the licence holder) to give effect to the provisions of the legislation outlined above: please refer to section 365 of the Communications Act and Schedule 1 to the Communication Regulations, respectively. From a practical perspective, without any means of identifying the licence holder, it would be difficult for TV Licensing to communicate with them pertaining to their licence. Moreover, when someone contacts TV Licensing in respect of their licence, we need to be able to satisfy ourselves that that person has the authority to transact in respect of that licence.

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

