



Information Policy & Compliance
bbc.co.uk/foi

Xxx

15th March 2011

Dear XXX

Freedom of Information Act 2000 – RF120110206

Thank you for your request under the Freedom of Information Act ('the Act') of 16 February 2011, seeking:

Please supply the details of all reported incidents / complaints of interference to analogue radio (AM, FM and DAB) raised between midnight on Wednesday 30 June 2010 and midnight on Thursday 10th February 2011.

Please supply for each report made :-

- a) A case reference number or id, that uniquely identifies each case to you and will allow future references to each one.*
- b) The report description and classification as indicated by the reporter using the on-line reporting tool (provided at <https://faq.external.bbc.co.uk/templates/bbcfaqs/emailstatic/interferencePage>)*
- c) The current status (for example :- open, closed, resolved)*
- d) The details of any organisations that were consulted or were involved in investigations for the report, for each organisation, please provide *their* case or reference number as well as the name of department or person that dealt with it and their contact details*
- e) For any cases no longer considered open or active, please provide the details of all remedial action. Where no action was taken or deemed necessary to close a case, please provide the closing comments and reason.*

Please note that we have taken "analogue radio" to include DAB, which you mention.

Complaints of radio interference are received to the BBC by several routes – one is through the online reporting tool that you mention, and the others are via direct email, phone contact, or other web-based forms, which are logged in a Customer Relationship Management (CRM) system. The output of the web tool is fed into the CRM automatically, whereupon it is manually sifted, along with the other inputs, and may be re-categorised before a response is made (if necessary) by various different parts of the BBC, depending on the nature of the enquiry.



In order to capture all of the data which might be related to radio interference I therefore enclose three documents.

1. Disclosure document 1 “FOI_WebFormData_Personal_Data_Removed.xls” shows the raw output of the web-based reporting tool between these dates. Since this tool also reports on TV reception problems and other matters, this data was filtered to show only radio interference matters, as declared by the people using the tool. In this case, the information is supplied in an Excel spreadsheet, and personal data has been redacted and replaced by “xxxx” or similar. Note that this data contains no information about how a contact was resolved, since the data is passed into the CRM tool before this happens. Also, not all records will appear in the CRM filtered data below, as the contact may have been recategorised after it had been read by a person.
2. Disclosure document 2 “FOI_Radio_Interference_July10-Feb11.pdf” shows the relevant fields from our Customer Relationship Management (CRM) system extracted using one of our query tools. This system records all customer contacts with the BBC (including those received via the online tool), and not just reception or interference issues, and so the database was filtered to list only those records which were marked as being about radio reception or interference which were made between the two requested dates. Due to the large number of records and the presence of some personal data in this database within free-text fields (names, phone numbers, addresses, postcodes etc) it has been necessary for us to print out the data and redact the personal information by hand, before rescanning. This file will have many duplicates with the above file, and many additional entries too.
3. Disclosure document 3 “FOI_CRM_Query_Filter_Personal_data_removed.xls” is similar to the above file, but queried using different filtering parameters, in order to ensure that we have located all of the remaining contacts relevant to radio interference that may have been missed by the report above. This was necessary because the categorisation of contacts is not sufficiently consistent across the multiple inputs to the system. This file therefore also has a number of duplicates with both of the above files, and some extra entries as well. In this case, the information is supplied in an Excel spreadsheet, and personal data has been redacted and replaced by “xxxx” or similar.

Across all three files there are likely to be a number of duplicates, a number of entries which appear only once or twice depending on when the contact may have been re-classified, and a number of entries which are not about radio interference at all (but were classified as such by the person contacting us).

Please note that the Act does not require us to create new information in order to respond to a request, but only to provide recorded information. For example, if no closing comment or reason was given for a resolved case, we’re not required to create this.

Out of all these contacts, the only one referred to another organisation was CAS-251423-T75GW4 which was referred to Ofcom. We are not aware of any reference number allocated to this contact by Ofcom.

We are withholding the personal data from these reports under section 40(2) of the Act – personal information. 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 in the Data Protection Act 1998. When individuals contact the BBC to make a complaint about radio reception, they do not expect their personal details to be disclosed to a third party. To do so would be unfair; therefore, disclosure would breach the First Data Protection Principle, which concerns fair and lawful processing.

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. 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/>

Yours sincerely,

Steve Gutteridge
BBC Distribution

