



Information Policy & Compliance
bbc.co.uk/foi bbc.co.uk/privacy

Peter Jones
Via email: request-191349-8bfce531@whatdotheyknow.com

29 January 2014

Dear Mr Jones

Request for Information – RFI20131991

Thank you for your request of 31st December 2013 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

"I am aware that TV Licensing occasionally makes goodwill/compensation payments to individuals who are unnecessarily stressed, harassed or inconvenienced by TV Licensing enforcement or administration activities. A recent example appears in this newspaper article:
<http://www.dailymail.co.uk/news/article-2459094/TV-Licensing-compensates-son-threatened-1k-fine-dead-mothers-house.html>

Under the terms of the Act, please provide the following information:

- 1. Who is responsible for authorising these goodwill/compensation payments?*
- 2. Any TV Licensing policy documentation that governs the use of goodwill/compensation payments.*
- 3. The number of goodwill/compensation payments authorised by TV Licensing in relation to the conduct of its enforcement or administration activities. Please provide this information as an annual breakdown from 2008 to date.*
- 4. The cumulative annual cost of goodwill/compensation payments disclosed in response to point 3 above.*

For the avoidance of doubt by "TV Licensing" I mean any of the companies acting on behalf of the BBC in its role as Television Licensing Authority; by "goodwill" or "compensation" payment I mean any payment made to an individual aggrieved by TV Licensing as a result of their TV licence administration or enforcement activities."

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.

I shall address your requests in turn below.

Question 1

TV Licensing is responsible for authorising goodwill payments.

Question 2

By way of background, TV Licensing is committed to delivering exceptional customer service. However, sometimes we get it wrong and work hard to put things right. The complaints process aims to resolve any issues identified, offer an apology where we have failed to provide the highest service and importantly ensure that we learn from any issues highlighted and put in measures to prevent these from recurring.

It is our practice to be fair to our customers and in a minority of complaints, where we have been at fault, to offer a financial payment as a gesture of goodwill, whilst being mindful of the fact that the Licence Fee is there to fund the BBC and provide best value for money.

Goodwill may be offered in circumstances where customers are out of pocket as a result of Television Licensing.

I attach, as Disclosure Document 1, a guidance document produced by the TV Licensing Management Team in May 2013 which is the basis for on-going discussions with TV Licensing Customer Relations; as goodwill payments are considered on a case by case basis.

Question 3

Please note that TV Licensing commenced recording the number of goodwill payments made in July 2011 (values of goodwill payments were recorded for earlier years – see my response to question 4 below) and therefore we do not hold recorded information for the entire period you have specified. Please see below the information we do hold:

Year	Number of goodwill payments made
2011 (from 1 st July)	465
2012	1,064
2013	825

Question 4

Please see overleaf the total amount of goodwill payments made during the period you have specified.

Year	Total amount of goodwill payments made
2008	£31,905.54
2009	£27,777.40
2010	£13,834.23
2011	£11,709.20
2012	£14,173.89
2013	£12,596.79

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

Rupinder Panesar

Freedom of Information Advisor, TV Licensing Management Team

