



Information Rights

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

Mr I Hillas

Via email: request-453998-e354602b@whatdotheyknow.com

25 January 2018

Dear Mr Hillas

Request for Information – RFI20171917

Thank you for your request of 26th December 2017 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

“This is a freedom of information request lodged under the Freedom of Information Act 2000 for full disclosure [sic] and publication of the BBC TV Licence Fee Unit's current TV Licensing Operations Plan.”

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 Media Planning Limited trading as Havas Media UK. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

I can confirm under section 1(1) of the Act that we have searched our records and do not hold any documents matching this specific description.

In line with our duty to advise and assist you under section 16 of the Act, if there is a particular aspect of TV Licensing's operations that you are specifically interested in, please submit a revised request and we would be happy to consider it.

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 you may wish to visit their website at <http://www.ico.org.uk/>.

Kind regards

Rupinder Panesar

Freedom of Information Advisor, TV Licensing Management Team

