



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

Peter Jones
Via email: request-183472-5d5fc68e@whatdotheyknow.com

28th November 2013

Dear Mr Jones

Request for Information – RFI20131631

Thank you for your request of 1st November 2013 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

"I am aware that TV Licensing sends regular mailings to unlicensed addresses. These mailings, which the BBC has previously admitted it approves (my earlier request RFI20111589), have attracted widespread criticism for their menacing tone. For the purposes of this request I will refer to these as "standard unlicensed mailings".

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

- 1. The number of standard unlicensed mailings sent in each of the months from Jan 2008 to the present time.*
- 2. The number of standard unlicensed mailings returned to TV Licensing as undeliverable in each of the months from Jan 2008 to the present time. By this I mean items that Royal Mail has been unable to deliver for whatever reason.*
- 3. The number of standard unlicensed mailings returned for reasons other than being undeliverable in each of the months from Jan 2008 to the present time. By this I mean items that have been delivered, but for whatever reason have been returned to TV Licensing (probably with a comment written on the envelope).*

In the event that your records do not go back as far as Jan 2008, I will accept as much consecutive monthly information as you have available up until the present time."

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 queries in turn below:

Question 1

Firstly, I note that you made a similar request for information in your request RFI20120103 and we provided you with the number of annual mailings sent to unlicensed addresses during the period April 2008 to January 2012. Please note that the information I am now providing you with is subject to the same caveats outlined in that previous response.

Please note that our reporting systems do not capture monthly figures for the entirety of the period specified in your request. Whilst we hold historical annual information, I estimate that it would take more than 2.5 days to locate and extract the information for the financial years 2008/09 and 2009/10. Under section 12 of the Act, we are allowed to refuse to handle the request if it would exceed what is referred to as the 'appropriate limit'. The appropriate limit has been set by the Regulations (SI 2004/3244) as being £450 (equivalent to two and a half days work, at an hourly rate of £25).

In view of the above, please find attached as Disclosure Document 1 the relevant information that we are able to provide within the 2.5 day limit. This contains approximate figures for the number of mailings sent to unlicensed properties each month for the period April 2010 to October 2013. These figures are presented by reference to financial years since this is the way all our figures are reported.

You will see that there is a variance between the monthly figures for the financial year 2011-12 and the annual figure for 2011-12 (to January) that was provided to you in our previous response RFI20120103. Upon reviewing the data, I can now confirm that the previous annual figure - 20,953,513 - was not presented entirely accurately. This is because this figure also included the number of unlicensed mailings expected to be sent during the remainder of the 2011-12 financial year (February and March 2012).

Questions 2 and 3

I can confirm that we do not hold any recorded information relevant to these parts of your request. This is because we do not distinguish between the types of TV Licensing mailings that have been returned.

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

