



Information Rights

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

Mr M. Whitfield

Via email: request-394054-8fcd40ac@whatdotheyknow.com

5th April 2017

Dear Mr Whitfield

Request for Information – RFI20170383

Thank you for your request of 8th March 2017 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

"In recent months (January - March 2017), I am aware that TV Licensing has begun adding a "rubber stamp" design to some letters. This design has the wording "Enforcement Visit Approved - Sig. J Hales - Officer" with a separate rubber stamp style date underneath. The "J. Hales" signature appears to be a "wet" signature, though common sense would suggest that it isn't.

Please can you provide:-

- 1. For each of the three months (January - March 2017) how many such "rubber stamped" letters have been sent by TV Licensing?*
- 2. If there are several alternative "signatories" for the letters, a breakdown of the numbers of each, or a rough apportionment of each from the overall total.*
- 3. Confirmation that the rubber stamp images are not real i.e. they are not imprinted manually on each individual letter by one or more human beings?*
- 4. Confirmation that the "wet signature" is not real i.e. it has not been signed on each letter manually by J. Hales or other members of staff authorised by him to do so."*

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 shall address your requests overleaf.

Request 1

Firstly, I should explain that the design to which you refer pertains to a suite of new creative letters that was tested on unlicensed addresses. Please note that TV Licensing uses test mailings to assess the impact of proposed wording and format changes on the intended audience.

Calendar month	Rubber-stamped letters sent
January 2017	Nil
February 2017	1,248,024
March 2017	1,338,301

Request 2

I can confirm that there are no alternative signatories for the stamps used within the letters.

Requests 3 and 4

As you are aware, the Act gives a general right of access to all types of recorded information held by public authorities. These are queries rather than requests for recorded information and therefore fall outside the scope of the Act.

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 or <https://ico.org.uk/> .

Kind regards

Rupinder Panesar

Freedom of Information Advisor, TV Licensing Management Team

