



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

Nathan Gregory
Via email: request-308793-6a302915@whatdotheyknow.com

29th January 2016

Dear Mr Gregory

Request for Information – RFI20160007

Thank you for your request of 2nd January 2016 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

"Please provide me with a copy of the Work Instruction Database held by the TVL Policy Team. This should not go over any limits as it is already compiled."

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

Firstly, may I explain that TV Licensing does not hold a file or a system entitled "Work Instruction Database". However, I can confirm that Capita's work instructions in respect of its TV Licensing responsibilities are held in a repository with a range of other information. Please be advised that whilst the work instructions are held by Capita, this information is not held by Capita on the behalf of the BBC. This is because work instructions are for Capita's internal use only as they are specifically created for the benefit of its employees to perform TV Licensing related activities.

The Act gives rights of public access to information held by public authorities (as defined in section 3 of the Act). Section 3(2)(a) of the Act says that, for the purposes of the Act, information is held by a public authority if it is held by the public authority themselves or if it is held by another person on behalf of the authority. Capita is not a public authority as defined by the Act therefore information they hold but which is not held on behalf of the BBC is not subject to 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 (local rate) or 01625 545 745 (national rate) or see <http://www.ico.gov.uk/>.

Kind regards

Rupinder Panesar

Freedom of Information Advisor, TV Licensing Management Team

