



Information Policy & Compliance
bbc.co.uk/foi

10 March 2008

Dear

Freedom of information request – RFI20080158

Thank you for your request received on 12 February 2008 seeking further information about TV Licensing. Your request is being dealt with under the Freedom of Information Act 2000 ("the Act").

Please note that "TV Licensing" is a trading name 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 (which undertakes the majority of the administration of the TV Licensing system), with the administration of our cash related payment schemes contracted to Revenues Management Services Ltd (RMS). PayPoint Network Ltd and PayPoint Collections Ltd are contracted to provide over-the-counter services. The marketing and public relations activities are contracted to the AMV Consortium. The consortium is made up of the following four companies: Abbott Mead Vickers BBDO Ltd, Fishburn Hedges Boys Williams Limited, PHD Media Limited and Proximity London Ltd. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

In your message you asked the following (I have numbered your questions for ease of reference):

1. *the number of bi-lingual (English/Welsh) renewal notices sent out in 2007 to post codes situated in England?*

Unfortunately, to provide an exact answer for this question would require an analysis of a large amount of data which I estimate would take more than two and a half days. Under section 12 of the Act we are allowed to refuse to handle the request if it would exceed 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).



INVESTOR IN PEOPLE

However, I can tell you that in 2007 TV Licensing sent roughly 5,000 bi-lingual (English/Welsh) renewal notices to post codes situated in England.

2. *the number of other bi-lingual communications sent out in 2007 to post codes situated in England?*

I estimate that to provide any statistics for this question (exact figures or estimates) would also take more than two and a half days. As noted above, under section 12 of the Act we are allowed to refuse to handle the request if it would exceed the appropriate limit.

However, it may interest you to know the types of "other bi-lingual communications" which were sent to post codes situated in England in 2007. These were:

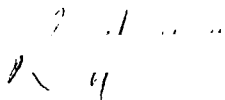
- annual direct debit payment plans (for individuals who pay for their licence by direct debit)
- documents relating to free over-75 licences
- documents relating to properties which are shown on the TV Licensing database as being unlicensed.

Appeal rights

If you are not satisfied with this response you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address provided, explaining what you would like us to review 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/>

I hope this response is helpful.

Yours sincerely,



Natalie Saunderson
Policy Adviser
BBC TV Licensing Management Team