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## TV Licensing calls for end to attacks on officers



Enquiry Officer Charlene Boucher told her story to BBC Radio 5Live in November

As part of November's Anti-Bullying Month, TV Licensing launched a campaign to tackle the increasing problem of verbal and physical attacks on its enquiry officers who visit unlicensed properties.

In the last year, 89 enquiry officers were victims of physical assaults by members of the public. This is up from 37 in the previous year and included several instances in which staff were admitted to hospital.

Many officers have had death threats made to them after knocking on doors, while others have been punched and spat at. Some have also been filmed whilst being abused, with clips posted on YouTube.

Filming incidents have risen dramatically, with 721 incidents recorded in the last year, up from 294 in the previous year.

Colin Jones, TV Licensing Field Operations Director, said:

"The threats our officers can receive when they are just trying to carry out their role are completely unacceptable. Those who attack them seem to forget they are human beings.

"They do a great job, remaining professional and courteous in sometimes very challenging circumstances and we do everything we can to support them. This includes reporting serious threats and abuse to the police."

Police Scotland, the Licensed Taxi Federation, Liverpool City Council, Kent Police Force and the Scottish Taxi Federation, NIIRTA (Northern Ireland Independent Trade Association) and Hospitality Ulster supported the campaign.

[To find out more, click here.](#)

## Rob Delaney supports TV Licensing campaign to stamp out abuse of employees



Actor and comedian Rob Delaney recently helped raise awareness of the verbal and physical abuse of TV Licensing staff.

Delaney, best known as star of the Channel 4 television series 'Catastrophe', worked with TV Licensing officers earlier in the year by hosting a session to provide advice on how to tackle aggressive and rude customers.

Running through the challenging scenarios faced by Enforcement Officers, he offered humorous and insightful solutions to deal with swearing, abuse and difficult behaviour.

These candid moments are captured in a new video which you can watch on the [TV Licensing YouTube channel](#).

## Hello from TV Licensing

Since our last edition, you may have noticed there's been a substantial amount of media attention about the future of the TV Licence in the context of the forthcoming BBC Charter Review.

In July, the Government announced the BBC will take on responsibility for the over 75 concession from 2018/19. Our current advice about this concession remains the same, that is, anyone aged 75 or over (or living with someone who is over 75) is entitled to a free TV Licence for their main address. We are working with Age UK shops across the country this month to highlight the concession (see article below for more info).

The Government's independent review on TV Licence enforcement (the Perry Review) was also published over the summer. David Perry QC, who led the Review concluded licence fee evasion should not be decriminalised and that the current system is broadly

fair, proportionate and provides good value for both licence fee payers and taxpayers.

A full list of the Review's recommendations can be found [here](#). We have liaised with some of the organisations which wrote consultation responses to the Review including the Money Advice Trust and Christians Against Poverty about simple and flexible payment plans for those facing difficulty in paying the licence fee. You can read the [Government's response to the review here](#). The issue of decriminalisation will now be considered as part of the Charter Review process. Please let me know if you have any views on this subject which we can consider as part of those discussions.

Regionally we have been working with several groups providing valuable support and advice in their communities including Citizens Advice Bureau in Northern Ireland, Glasgow Old People's Welfare Association in Scotland and Money Advice Forum in Ipswich, to name just a few.



If you think your organisation could benefit from working with us, please contact me on [campaignoffice@tvlicensing.co.uk](mailto:campaignoffice@tvlicensing.co.uk) for further information.

I hope you enjoy this edition of InBrief. Please do get in touch if you have any feedback or suggestions for the next newsletter.

Enjoy the festive season.

Best wishes

**Dan Higgins**

InBrief Editor

## TV Licensing reminds over 75s to claim free TV licence

Did you know you, or your clients, may be eligible for a free TV Licence if they are over 75?

Those eligible can apply online at [tvlicensing.co.uk/over75info](http://tvlicensing.co.uk/over75info) or by calling 0300 790 6073. In addition, if you live with someone aged over 75, their free licence will cover all the equipment in the property, meaning you could also benefit, whatever age you are.

TV Licensing has been working with advice groups for older people across the UK to make sure anyone who is eligible is aware of the free over 75 TV Licence.



Caroline Abrahams, Charity Director at Age UK, said: "We would encourage everyone aged 75 and over to apply for their free TV Licence if they haven't already

done so. Applying is easy and TV Licensing will renew your licence automatically for three years once you've applied, cutting down on the need for paper work."

## Advising home movers? Make sure they update their TV Licence

One in 10 home movers forget to tell TV Licensing about their new address, a survey has revealed.

As well as failing to get in touch with TV Licensing, some home movers leave crockery, dirty washing and even their pets behind.

TV Licensing regularly contacts home movers and renters to ensure they update their details, whether they are moving in or moving out. Over the past year, TV Licensing has helped over 1.6 million UK home movers transfer their TV Licence from their old address to a new residence. Details can be changed up to three months before a move, either online at [tvlicensing.co.uk/moving](http://tvlicensing.co.uk/moving) or by calling 0300 790 6112.



# TV Licensing on the road



**TV Licensing works closely with community organisations throughout the UK. In this edition, we focus on iSight Cornwall. InBrief talks to Chief Executive, Terri Rosnau-Ward. The charity helps the blind community in the South West.**

## Q1. In a nutshell, what services does your organisation offer?

We are the first centre of resource for all in Cornwall and the Isles of Scilly who are affected by sight loss, whatever their age, circumstance or condition. We care passionately about helping anyone living with a visual impairment and have done ever since our foundation in 1856 when the charity first supported Cornish miners.

Today we offer a wide range of services for all ages and we aim to support everyone with sight loss to lead active and independent lives. Services include low vision specialist advice and aids, assistive technology assessments and installation, sight loss awareness training, benefits advice, talking support, hospital information desks, holidays and days out and clubs and activities. Importantly we work with our clients to support their individual needs.

## Q2. How does your role fit in there and what do you like most about your job?

As Chief Executive my role is very hands-on and operational, I am in direct and daily contact with all staff and clients who visit our office. We are a small team and I feel lucky to be able to line manage and support my team.

What I most like about my job is being able to offer advice from my own personal experience of living with sight loss. When someone has to come to terms with the

news of a visual impairment I find it rewarding to offer comfort and promise that life will work out. Believe me, I learnt the hard way and I like to give short cuts and tips to improve daily living.

## Q3. What are the common issues your clients are dealing with at the moment?

A common issue for clients is that they can often feel isolated. They need more local clubs and activities in their area, also transport to get anywhere is always a problem. We can organise volunteer drivers to assist our clients for medical appointments but most also need support to just get out and about.

We often feel that our biggest problem is that not everyone living with sight loss knows what is available to them or that we are here to help.

## Q4. Tell us about a recent campaign or project you've worked on – what made it so successful?

A recent campaign we have worked on is our Hospital Information Desk at the Royal Cornwall Hospital (Treliske). We run a dedicated volunteer hospital desk in the ophthalmology department where over 30,000 people a year visit seven leading consultants. Our campaign is to reach these 30,000 people.

We have invested in rebranding our desk, advertising on the back of appointment cards, and placing

ads in the hospital magazine. Alongside this we have written to all the opticians and doctors in the county. We are already seeing a rise in referrals and enquiries.

## Q5. What are the benefits of organisations forming partnerships with TV Licensing?

We are hugely proud of our partnership with TV Licensing. Television and audio visual home entertainment is an important part of daily living for someone with sight loss. Television is company and sound, it is familiarity and inclusion, it is so many things.

It is vitally important that we campaign on behalf of our clients to help them with cost savings and benefits that TV Licensing may offer. We can act as a sign-posting for anyone with sight loss on behalf of TV Licensing and have copies of TV Licensing information in Braille for anyone needing it in this version.



For more information, you can contact iSight Cornwall at

01872 261110

[info@isightcornwall.org.uk](mailto:info@isightcornwall.org.uk)



# Ask TV Licensing

TV Licensing's Community Relations team speaks to hundreds of organisations every year to help make sure people understand when a licence is needed and how to pay. We often attend conferences, provide workshops, and put on Q&A sessions. As part of a regular feature, we provide answers to frequently asked questions. Have a question you need answering? Email us at [campaignoffice@tvlicensing.co.uk](mailto:campaignoffice@tvlicensing.co.uk) or call us on 020 875 26537.

## Do you provide literature for advisors in other languages?

TV Licensing has an ongoing commitment to help everyone, regardless of language or background, understand the law and the many ways to pay for a TV Licence.

To try to make sure everyone has fair access to important information on TV Licensing, we provide a range of multi-lingual resources online, in print and over the telephone. You can download the resources at [tvlicensing.co.uk/communityinfo](http://tvlicensing.co.uk/communityinfo)

## What information do I need to contact TV Licensing on behalf of a client or customer?

An **authorised nominee** can act on the licence holder's behalf, providing permission is given in writing. In addition to this, a **temporary nomination** could be

given by the licence holder for the handling of a one-off transaction. This consent may be given verbally.

The nominee would need to go through an identification and verification process which would require the following:

- One initial of the first name of the licence holder
- Surname of the licence holder
- First line of the address
- Postcode
- TV Licence or reference number
- Payment method

If you would like to speak to TV Licensing on behalf of a client, we recommend you ask them to be present while you make the call. This makes the process of identification and verification simpler and we can help you more effectively.

## Equality and Diversity update

TV Licensing continues to improve information for customers as part of our commitment to equality and diversity. Between now and the end of March, we are aiming to undertake:

- A review of Easy Read pages and the accessibility page of the TV Licensing website
- Web improvements to make it easier to log onto a licence online
- A review of guidance for enquiry officers around responding to people who identify a disability
- Testing improvements to the over 75 refund and licence re-validation processes
- A review of information we provide to stakeholders

## Ways to pay: there are several ways to pay for a TV Licence

### Direct Debit

Phone 0300 790 6112 to set up a monthly, quarterly or annual Direct Debit payment. Direct Debit is now used by the majority of customers and it's now also possible to set it up online by visiting [tvlicensing.co.uk/payinfo](http://tvlicensing.co.uk/payinfo).

### Debit and Credit Card

Call 0300 790 6112 in order to pay by debit or credit card. This facility accepts payment from a range of debit cards including Maestro/Switch and Delta. You can also pay online at [tvlicensing.co.uk/payinfo](http://tvlicensing.co.uk/payinfo).

### By Post

Send a cheque made payable to TV Licensing to: Customer Services, TV Licensing, Darlington, DL98 1TL

### Over-the-counter

Make payments in person at one of more than 24,000 PayPoint outlets around the UK.

Go to [paypoint.co.uk/locator](http://paypoint.co.uk/locator) to find your nearest outlet. To find out about using PayPoint to make payments under a cash payment plan, call 0300 555 0300.

### TV Licensing Payment Card

The TV Licensing Payment Card gives people the chance to spread the cost of their TV Licensing through weekly or fortnightly payments. Customers receive reminders in the post, by telephone or via text message advising them that payments are due. Call 0300 790 6078 for further information.

### Useful numbers

Change of address notifications	0300 790 6112
Cash payment plan enquiries	0300 790 6078
Requests for TV Licensing literature	0208 752 6537
Multilingual facility	0300 790 6044
Minicom facility	0300 790 6050
Over 75s enquiries	0300 790 6154



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