

InBrief

Winter 2017

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survey & concessions

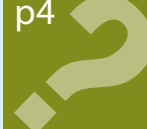
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Looking back on 2016

Over the past twelve months, we've seen a number of changes impacting our partner organisations and licence fee payers. The law changed in September, meaning you now need a TV Licence to watch or download BBC programmes on iPlayer, and we also implemented the Single Justice Procedure for TV Licensing cases where offences are reviewed by a single magistrate rather than in an open court. In addition, we worked with more than 460 stakeholder organisations across the country, and introduced new materials and support for these groups.

As we embark on a new year and a new set of developments, I would first like to reflect on the many partner organisations we've met and people, like you, who have helped us reach Licence Fee payers with information and education in 2016.

At a regional level, we continued our ongoing work with groups, providing valuable advice and support in local communities across the country. To support your work, we have created a new range of literature (more details on page 2) including posters which can be customised to your needs and leaflets aimed specifically at advisers.

As part of the iPlayer changes, we worked with more than 900 organisations across the UK to help update their online information and brief them on the changes.

Across the year, we met so many inspiring advisers – representatives

from national organisations, small rural community groups, and many more in between. Our community relations team met the Polish British Integration Centre in the South East, creating a bespoke factsheet for their clients and developing content for their Facebook site. We held a workshop for advisers in Newcastle at the end of June, meeting community workers, Citizen Advice Bureaus and council representatives and ending the day with a stimulating Q&A session.

Over the summer we met the Churches Housing Action Team in the South West, liaising with their newly-established Debt Advice team to brief them on TV Licensing. We also partnered with AdviceUK – Wales & South West, providing them with content for their newsletter and advising them on updated TV Licensing information for their website.

We ran an engaging session with East of England Money Advice where we briefed debt advisers and Citizen Advice Bureau's on the law change while in Scotland we met the Macular Society to discuss the different types of support TV Licensing can offer.

In 2016 we also worked together with Clanmil Housing Association in Northern Ireland, developing copy for their internal newsletter, providing literature and being on hand to advise on follow-up queries regarding ARC licences.

On a national level we also teamed



up with Age UK on the free TV Licence for those aged Over 75 and with RNIB to highlight the 50% blind concession.

We are currently trialling a dedicated helpline and email address for advisers, working with two of our national partner organisations. The helpline will enable advisers to support their clients by clearing up any issues, setting people up on payment plans and having an easy way to escalate issues involving vulnerable customers. In the coming months we will be expanding the trial locally by working with some regional money advice organisations.

We are always keen to work with local organisations and, if you think you could benefit from working with us, please contact campaignoffice@tvlicensing.co.uk for more information.

I wish you and your team a prosperous and positive year ahead, and look forward to meeting many more of you in 2017.

Dan Higgins
Editor, In Brief

TV Licensing survey reveals over 100 names for the TV remote

The key to many people's favourite TV programmes, the remote control, has over 100 nicknames a survey by TV Licensing reveals.

The top moniker for remote control is simply 'Remote', with 'Doofer' or 'Doofah' in second place and 'Zapper' in third place. The survey also shows a marked increase in slang used across the country, with more than 100 names identified. Names favoured in Scotland were 'Gizmo', the 'Whatcha-ma-call-it' in Wales and the 'Zapper' in Northern Ireland.

Spokesperson for TV Licensing, Jason Hill, suggested the broad array of terms reflected the diversity of UK communities and the change in the way people are watching TV.

"Three years ago, research identified around 50 pet names for the remote control, but as the way we watch TV diversifies, it's natural our language will adapt according to new behaviours and ways of watching.

"You need to be covered by a licence if you watch or record live TV programmes on any channel or if you download or watch BBC programmes on iPlayer. This applies to any device you use," he said.



There are over 100 names for our remote controls

TV Licensing concessions

TV Licensing has been working closely with organisations such as RNIB and Age UK to make sure viewers are aware of the different concessions available.

People who are blind (severely sight impaired), or live with someone who is, are eligible to apply for a blind concession on their TV Licence, which allows them to save 50 per cent on the cost.

Severely sight impaired viewers have a wider choice of audio described programmes to enjoy as increasing numbers of BBC shows across a range of genres are provided with Audio Description. 'The Vikings Uncovered' was one of the most watched audio-described shows of the last year, with over 19,000 audio-described downloads of the history documentary. For more information on the concession visit tvlicensing.co.uk/blind

TV Licensing also joined together with Age UK to remind anyone celebrating their 75th birthday in the next 12 months they are entitled to claim a free TV Licence.

Anyone aged 75 or over can apply for a free TV Licence for their main address and over 4 million people across the UK already enjoy the benefits of the concession.

Caroline Abrahams, Charity Director of Age UK, said:

"The free licence for people aged 75 and over is hugely valued. Television is an important source of information and entertainment, and connects people with the world outside their home but can be a significant expense. We would encourage everyone aged 75 and over to apply for their free TV licence if they haven't already done so."

For more information on the over 75 licence visit www.tvlicensing.co.uk/over75info

TV Licensing Literature

We have developed a brand new range of leaflets and information packs which are now available to help you support your clients.

You can order a variety of material, from specially designed leaflets for advisors to tenant information flyers. The leaflets are also available in large print accessible formats.

We have included a 'Ways to Pay' poster, which gives an overview of the different payment methods, and a blank poster which can be used to insert details of your local advisers or information sessions.

If your clients speak a language other than English you can order one of our FAQ leaflets, available in 26 different languages.

The leaflets are available to download on our website at <http://www.tvlicensing.co.uk/community-relations/downloadLeaflets>

You can also order literature free of charge from our website <https://www.tvlicensing.co.uk/cs/order-leaflets/index.app> or by contacting your regional TV Licensing office <http://www.tvlicensing.co.uk/cs/media-centre.app>





TV Licensing on the road



TV Licensing works closely with community organisations throughout the UK. In this edition, we focus on Next Step Initiative. InBrief talks to Rosemary Sleith, Education & Employability Manager Development Officer.

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

Next Step Initiative (NSI) works to empower, improve and transform the quality of life of the deprived, isolated and disengaged African communities in Scotland. We offer our services to all other ethnic minority group members who feel they can benefit from our support and guidance. We facilitate their progress into employment, their own business or social enterprises and education or training through our various projects (e.g. Inspiring Transformation Project or The Innovative Enterprise Programme) as well as via Africa Broadcasting Company International (ABCi) Media Radio and Television. Our overarching aims are to help these groups integrate into the Scottish community in order to have a voice, and be financially, and socially included. In addition, we work alongside organisations such as the Scottish Government and TV Licensing to provide joint services, cross referrals and sharing of good practice. Finally, we are a platform for the African voice to be heard in Scottish Parliament and amongst decision makers within our commercial, civil and political networks. Our work is underpinned by research produced by members of our organisation who are either academics, researchers, established business owners or entrepreneurs.

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

As the Learning, Education and Training manager I am heavily involved in the employment aspects of the organisation. Furthermore, I am currently working with Money Advice Scotland to establish an African-focussed money advice service.

This area of interest comes from my past life as a Head of Student Funding services in higher and tertiary education. Having spent the initial 20 years of my life in Nigeria, and more recently being the Country Director for Careers Education and Employability in Rwanda, the role allows me the opportunity to retain the links I built from childhood with Africa. Furthermore, it provides job satisfaction when I see our clients becoming established in their own career paths, jobs, and in the Scottish community generally. Lastly, it is great to meet others from different walks of life and develop working partnerships which serve to support our clients.

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

Common issues impacting upon our clients include language barriers, lack of understanding regarding the legal system and processes (including those underpinning TV Licences) and not knowing where or who to go to for help. Issues can range from isolation to mental health problems. Finally, they face situations regularly where one advice provider says one thing and another contradicts the first one due to not understanding their clients' status, culture, beliefs or values or the rules and regulations underpinning the advice they are providing.

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

The work with the Wheatley group (one of Scotland's leading housing, community regeneration and care groups) has been very successful. As a result of working together

to support their African tenants some of their staff were trained by the NSI team on equality and diversity, which helped guide housing officers and others as to how best to support tenants from Africa with certain sensitive issues. Furthermore, the model developed in partnership with NSI and themselves has resulted in an African representative on the Wheatley group board, one on the Scrutiny panel, and the establishment of the African Housing Forum. Tenants who successfully completed the two-day employment training programme at NSI were then given a placement opportunity within the Wheatley Group, which resulted in paid employment or progression into higher education. All Africans participating in the project are now proactive in the housing community, Scottish community and feel more financially and socially secure.

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

To me the core benefits are having a named person to contact for advice regarding clients, up-to-date information, excellent signposting where necessary, and an opportunity to share our client groups' issues regarding TV licences. Finally, it's a chance to discuss joint ways of supporting clients via good practice.





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 or call us on 020 875 26537.

Can students be covered by their parents' TV Licence?

In specific circumstances, students can be covered by their parents' TV Licence if all the following apply; they only ever use a device that is powered by its internal batteries to watch live TV (such as a smartphone) and it is not connected to an aerial or plugged into the mains to receive TV and their permanent address (outside term time) is their parents' home. Their parents must also have a valid TV Licence for their home. If they do not meet all of these requirements, the student will need to buy their own TV Licence for their student accommodation.

If my client is moving home, does their licence automatically transfer to their new address?

Your client's licence will not automatically transfer if they are moving home. To remain correctly licenced your client will need to update their details, confirming their last name, TV Licence number and new postcode. This can be done via our website at <http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/youre-moving-address-aud23>

Equality and Diversity update

Earlier last year we established a working group to focus on improving how we engage with vulnerable customers. In particular, we've made improvements to the way TV Licensing processes and records information we receive about a customer's vulnerability, to ensure we're best placed to consider appropriate action.

Around accessibility, we've reviewed and updated some of the Easy Read information on our website, and a wider review of our Easy Read pages is underway. We've also made some improvements to our procedures to assist customers who need to contact us following bereavement. In each of these areas we aim to make further improvements.

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.

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.

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 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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