



BBC TV

Licensing

Welsh Language Standards

Annual Report 2021/22

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Mae'r adroddiad yma ar gael yn y Gymraeg / This report is available in Welsh

OVERVIEW

Introduction

The Welsh Language Standards ('the Standards') provide a legal framework which imposes a duty on the BBC, amongst other organisations, to comply with Standards relating to the Welsh language, including in respect of the TV Licensing service. The Standards give individuals in Wales the right to receive certain services through the medium of Welsh.

The BBC TV Licensing Management Team takes its responsibility towards the Welsh language seriously and sees the Standards as an opportunity to reinforce this and to further develop our existing high-quality service provision to the public in Wales.

The [BBC's Compliance Notice](#) covers the work of the BBC and also the work of the TV Licensing service. As required under the Standards, we have compiled this Annual Report for the financial year 2021/22. However, to reflect its distinct, separate responsibilities and approaches to compliance and governance arrangements, this report focuses on the work done by TV Licensing with the BBC producing a separate [Annual Report](#).

The Standards and TV Licensing

The Standards applicable to TV Licensing relate to Service Delivery, Record Keeping and Policy Making, and all but one of these Standards became operational in 2017. As agreed with the Welsh Language Commissioner (WLC), Standard 48 became fully operational in January 2019 (in relation to pages relating to the application for a temporary licence for people over 74, and pages relating to the application for or the renewal of a free TV licence, for people over 75).

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. Target Group ('Target') is the supplier for the Simple Payment Plan. Marketing and printing services are contracted to RAPP Limited (formerly Proximity London Ltd). Media services are contracted to Havas Media Limited. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

IMPLEMENTING AND EMBEDDING THE STANDARDS

The ongoing priority in the 2021/22 reporting year has been to work with key partners to embed the Standards and ensure awareness across TV Licensing.

Welsh Customer Satisfaction Survey

Capita undertakes an annual Welsh Customer Satisfaction Survey which continues to highlight the very high level of customer satisfaction with the service provided. The 2021 Welsh survey results maintain previous high levels of customer satisfaction.

Key calls outs:-

- 100% of respondents agreed that level of Welsh speakers was acceptable.
- 100% of respondents agreed their query was dealt with accurately
- 100% of respondents agreed the standard of Welsh was acceptable

- As with last year, customer remarks collated as part of the survey praised the service provided and the speed of response.

Reporting and Monitoring

The BBC TV Licensing management team is responsible for overseeing TV Licensing's compliance with the Welsh Language Standards and quarterly reporting on key Welsh language metrics are in place to ensure this.

In addition to its annual report to the WLC and the public (published on the TV Licensing website), the BBC TV Licensing management team also reports on compliance with the Standards within its quarterly compliance reporting, which is sent to the BBC Executive Board.

Training

To ensure the Standards are embedded into the culture of Capita's service delivery team, systems have also been put in place to regularly brief staff on the Standards and what support is available for Welsh language customers.

Welsh Language Standards web-page

TV Licensing continues to maintain the Welsh Language Standards web-page which was developed to provide information to the public about the Standards applicable to TV Licensing. As well as a link to the full BBC compliance notice, this page contains an edited version of the Welsh Language Scheme for TV Licensing (approved by the Welsh Language Commissioner's office) which provides a summary for each standard applicable to TV Licensing and how TV Licensing will comply. There are also sections on the TV Licensing website to provide information for customers about oversight of compliance with the Standards and how to complain about any alleged breach under the Standards.

COMPLIANCE – SERVICE DELIVERY

Overview

As with last year, the focus during this reporting period has been on ensuring the Standards have been fully embedded into service delivery processes and ensuring all systems are compliant.

The ongoing action taken to ensure compliance with the Standards has been to ensure that the impact on the Welsh language is considered during all requests for change in terms of both policy and service delivery changes. This consideration is embedded into processes internally and with our partners.

In 2022, TV Licensing provide Welsh customers the opportunity to communicate either in written format or by speaking to one of our Welsh speaking advisors. For a customer who calls out of operational hours, they have the opportunity to leave their details and will receive a call back from one of our Welsh speaking advisors.

The website has received a couple of Welsh upgrades. Welsh customers now have the ability to cancel their licence on-line and there is also a Welsh refund form available.

Complaints received relating to compliance

During the reporting period, there was only 1 complaint about TV Licensing's Welsh service about a service not provided as of yet on the TVL website.

COMPLIANCE – POLICY MAKING

Overview

When considering impacts; TV Licensing looks at the change in the context of the following guidelines:-

- opportunities for individuals to use the Welsh language
- treating the Welsh language no less favourably than the English language.

Impacts to Welsh language services and the standards are considered as an embedded part of the process whenever a change is considered. This is done via the RFC Process (Request for Change).

The BBC TV Licensing management team has also, where appropriate, made use of the tool BBC Wales has developed to assess corporate policies, and will use this tool to assess the impact of any major changes to TV Licensing policy with the potential to materially impact members of the public in Wales. For minor policy changes, the existing mechanisms referenced above are appropriate for meeting the requirements of the Policy Making Standards as they relate to TV Licensing.

Complaints received relating to compliance

During the reporting period, no complaints were received relating to the BBC's compliance with the Policy Making Standards.

COMPLIANCE – OPERATIONAL

Following discussions with the Welsh Language Commissioner's office, there was an agreement that contractors and/or subcontractors providing services to the BBC for TV Licensing would not be required to comply with Operational Standards imposed on that body in relation to their own employees.

TV Licensing has, therefore, not reported on the Operational Standards, as to the extent they are applicable to the BBC, compliance is covered by the BBC Welsh Language Standards Annual Report.

ONGOING ACTIVITIES

We will continue to focus on monitoring our Welsh Language Service, to ensure we continue to consistently comply with existing Standards and to provide high-quality services to the public in Wales.