



Information Policy & Compliance
bbc.co.uk/foi

Mr [not relevant]
Sent by email: [not relevant]

15th July 2010

Dear Mr [not relevant]

Freedom of Information Act 2000 – RFI20100782

Thank you for your request under the Freedom of Information Act (the Act) of 4 June 2010, seeking the following information:

1. *How many office-issued mobile devices and laptops have been lost or stolen in the last two years?*
2. *What is the total value of any mobile devices and laptops which have been lost or stolen in the last two years?*
3. *How many of the missing mobile devices or laptops were found and returned?*
4. *How many staff have been disciplined over the losses or thefts?*
5. *How many staff in your organisation currently have an office-issue laptop or mobile device?*
6. *What are your procedures for when somebody loses a device? Does the member of staff concerned have to pay for the loss?*

For the purposes of this FOI request please note:

- “the last two years” to be the financial years 1st April 2008 to 31st March 2009 and 1st April 2009 to 31st March 2010.

In answer to questions 1, 2 and 3

The BBC's commercial subsidiaries are not subject to the Act (see section 6(1)(b)(ii) of the Act), however, the information below includes data for all of the BBC including its commercial subsidiaries. We have included this information voluntarily.

BBC Item	Total lost/stolen	Recovered	Total Loss	Net Loss
Laptops	146	15	£219,000	£196,500
Mobiles	65	3	£12,913	£12,413
Blackberries	17	1	£9,106	£8,656

In answer to question 4

A human resources case management database was established in April 2006 and was the first central record of formal disciplinary procedures related to BBC staff under the BBC's Disciplinary Policy. Please note the records only relate to staff – those employed on permanent and fixed-term contracts; casuals and freelancers are not covered by the same disciplinary policy.

There is no record of any member of staff going through the disciplinary process specifically for the loss or theft of a mobile device or laptop. However, cases are not recorded in the level of detail that you have requested: cases are logged against broad categories such as conduct or capability. In order to provide you with a definitive response to your request, we would need to investigate the details of each case recorded for the last 2 financial years, which would involve checking with the HR manager or line manager involved in each individual case in order to determine the details of each disciplinary. As there are more than 130 disciplinary cases recorded on the database for this period, we estimate that to carry out this investigation would take BBC staff 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 Fee Regulations (SI 2004/3244) as being £450 (equivalent to two and a half days work, at an hourly rate of £25).

However, the BBC Investigation Service has been able to confirm that their records show that one member of staff has been investigated over the theft of a laptop.

The BBC has published its Agreed Statement 'Disciplinary Procedures' on its Freedom of Information website and it can be found at:

http://downloads.bbc.co.uk/foi/classes/policies_procedures/disciplinary_procedure.pdf

In answer to question 5

The BBC does not hold the information in the form that you have requested. This is because we record information by asset rather than by staff member. Although we can associate such devices with individual members of staff, some members of staff may have been issued with more than one device and some members of staff do not have such devices.

In order to locate the information you have requested we would need to compile all current databases and cross-match them. We estimate that to do this would take more than two and a half days. As mentioned above, under section 12 of the Act, we are allowed to refuse to handle

a request if it would exceed the appropriate limit set by the Fee Regulations (SI 2004/3244) as being £450 (equivalent to two and a half days work, at an hourly rate of £25)

In answer to question 6

There are 4 different ways to report any theft, suspected theft or loss on site:

1. Call the BBC Investigation Service directly by telephone.
2. Report an Incident to the BBC Investigation Service via Gateway/Intranet or on manual Report Form.
3. Collect a 'report loss or suspected theft' form from the Security Control Room who will forward to the BBC Investigation Service.
4. Contact the Information Technology Service Desk who will direct the person reporting the theft or loss to one of the three reporting methods set out above, usually 2.

Once the theft, suspected theft or loss has been reported, data security breach procedures are invoked as necessary.

Please note that BBC issued mobile devices (for example, laptops and blackberries) are appropriately protected, and most small mobile devices have a remote wipe facility.

BBC policy is that the member of staff concerned is not charged for the loss.

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 above, 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, whose address is:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF
Telephone: 01625 545 700
Website: <http://www.ico.gov.uk/>

Yours sincerely,

Helen Padley
Advisor
Information Policy & Compliance