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**Reference: PQ317003**

I am writing to you in connection with your Parliamentary Question to the Broadcasting Minister about complaints to Digital UK. Mr Simon's Department referred your question to me on 18 February 2010.

Before I come to your Parliamentary Question, I would like to summarise the information relating to your TV region in 2009, the first full year for which such information is available. Approximately 1% of West Country TV households made inquiries to our advice line at switchover (a two stage process) and 25 viewers (0.003% of West Country households) made a complaint to Digital UK. For the record, we also received 33 letters/emails from MPs, reflecting individual constituent issues, in West Country in 2009. These include five of your own to Bill Taylor, our regional manager.

The enquiries to our advice line generally concerned retuning, TV equipment matters and wider reception issues, including TV signals overlapping from other regions. These were generally solved by the provision of appropriate advice from our team of trained and experienced advisers. Complaints centred on loss of channels and external interference. Generally these required the services of a reputable local installer or retailer.

Your question to the Secretary of State read as follows:

*To ask the Secretary of State for Culture, Media and Sport how many complaints his Department and Digital UK have received relating to digital TV switchover from residents of (a) North Cornwall constituency, (b) Cornwall, (c) the South West region and (d) England in the latest period for which figures are available.*

In order to reply to your question as fully as possible, I enclose three tables relating to:

- (i) consumer complaints
- (ii) correspondence with MPs
- (iii) consumer enquiries to our advice line (08456 50 50 50) at switchover .

I should explain that we collect the data for the above on the basis of the relevant television regions and not on the basis of parliamentary or local government boundaries.

Please note that the following information relates to 2008, 2009 and the first two months of 2010.

I trust that the tables provide the information you require but please do not hesitate to contact me if you require further information or wish to discuss these matters further. I understand that this letter and attachments will be placed in the Libraries of both Houses.

For the record, the Switchover Help Scheme, administered by the BBC, also holds a record of calls and complaints. My counterpart there, should you have any questions, is Peter White, Chief Executive, Switchover Help Scheme who can be contacted on [peter.white@bbc.co.uk](mailto:peter.white@bbc.co.uk) or at Digital Switchover Help Scheme, Media Centre, MC1 C1, 201 Wood Lane, London, W12 7TQ.

Yours sincerely,  
John Scott.

Table 1: Consumer complaints to Digital UK by letter, email and phone 2008-10

Region	2010 (to 28 February)		2009		2008	
	Number of letters, emails and calls	Complaints as % of households	Number of letters and emails	Complaints as % of households	Number of letters and emails	Complaints as % of households
Border	2	0.001%	8	0.002%	2	0.001%
West Country	3	0.000%	25	0.003%	1	0.000%
Granada	8	0.000%	43	0.001%	1	0.000%
Wales	3	0.000%	9	0.001%	-	0.000%
West	-	0.000%	5	0.000%	-	0.000%
STV North	-	0.000%	1	0.000%	-	0.000%
STV Central	-	0.000%	1	0.000%	-	0.000%
Channel Islands	-	0.000%	-	0.000%	-	0.000%
Central	11	0.000%	14	0.000%	-	0.000%
Anglia	-	0.000%	3	0.000%	-	0.000%
Yorkshire	1	0.000%	1	0.000%	-	0.000%
Meridian	1	0.000%	39	0.002%	1	0.000%
London	-	0.000%	3	0.000%	-	0.000%
Tyne Tees	-	0.000%	-	0.000%	1	0.000%
Ulster	-	0.000%	-	0.000%	-	0.000%
<b>UK total *</b>	<b>29</b>	<b>0.000%</b>	<b>152</b>	<b>0.001%</b>	<b>6</b>	<b>0.000%</b>

\*Total UK households 26.3 million

**Table 2: Letters from MPs to Digital UK CEO and head office 2008-10**

TV Regions	2010 (to 28 February)	2009	2008
Border	1	16	12
West Country	4	33	10
Granada	2	11	8
Wales	3	12	5
West	1	-	1
STV North	2	8	2
STV Central	-	5	-
Channel Islands	-	-	-
Central	2	6	1
Anglia	-	1	2
Yorkshire	-	2	3
Meridian	-	27	3
London	-	-	-
Tyne Tees	-	-	1
Ulster	-	-	-
<b>Total</b>	<b>15</b>	<b>120</b>	<b>48</b>

**Table 3: Consumer enquiries to Digital UK contact centre at switchover**

Switchover region	Households served	Number of calls received at switchover stage 1	Number of calls received at switchover stage 2	Average calls at switchover as a % of households
Border	423,000	1,724	1,537	0.39%
West Country	781,000	8,339	7,667	1.03%
Granada	3,041,000	22,527	40,067	1.03%