

## The Simple Payment Plan

In 2018, new legislation allowed us to trial the Simple Payment Plan, for customers who find it most difficult to pay.

Customers who qualify can choose from a variety of payment plans that spread the cost of a TV licence over 12 months.



## The cost of collecting the TV Licence



£61.4m  
Collection costs: call centres, enquiry officers, detection



£16.3m  
Communications: reminder letters and information campaigns



£11.7m  
Postage



£7.0m  
Changes to the Licence Fee



£2.8m  
Administration and contract management



£1.8m  
Depreciation of new systems

TOTAL COLLECTION COSTS  
**£101m**



## Going Paperless

You don't need a paper licence, you already have one stored online. If you pay by Direct Debit or one annual payment, you can switch to an e-licence.

AROUND

**8.4m**

NOW RECEIVE THEIR TV LICENCE BY EMAIL.



**25.8m**

## Number of licences

There continue to be more licences in force than ever before, more than **25.8m**.



## We are here to help

Some people struggle to afford the licence fee, whilst others may have a disability that impacts their ability to pay or communicate with us.

**480**

We work with over **480** money advice and community organisations across the country.



## Licence Fee Increase

In 2016 the Government announced that the licence fee would rise in line with inflation for five years from 1 April 2017.

A standard TV Licence now costs:



2017-2018

WHAT WE DO

## TV LICENSING ANNUAL REVIEW

TV Licensing helps people understand when a TV Licence is needed and ensures viewers are correctly licensed.

Last year, we continued to collect the licence fee in the most cost-efficient way possible, bringing in income for the BBC's programmes and services. We also work hard to develop changes and improvements to our payment plans and policies to make it easier than ever for people to pay - especially for those who find it most difficult.

## Reducing complaints

We've reduced complaints for the eighth year in a row - down by more than **54%** since 2010/11.



## Low evasion rate\*

TV Licence evasion is in the range of **6.5%** and **7.5%**, and **92.5%** or **93.5%** of addresses are correctly licensed.

Over **50%** of all visits occur between 4pm & 9pm, or on weekends.

This year we caught 243,700 people watching TV without a licence.

**243,700**



## Income generated

In 2017/18, licence fee income was **£3,830m** (more than **£3.8bn**), an increase of **£43m** on the year before.

**£3.8bn+**

## How our customers pay

There are different ways to spread the cost, so customers can choose the payment scheme which suits them.

### WAYS TO PAY

Post Office (Channel Islands and Isle of Man)  
**0.1%**

Online Banking  
**0.1%**

Savings card  
**1.3%**

Cheque via post  
**2.1%**

PayPoint  
**3.5%**

Payment card  
**6.8%**

Credit/Debit card  
**10.8%**

Direct Debit  
**75.3%**



## TV Licensing online

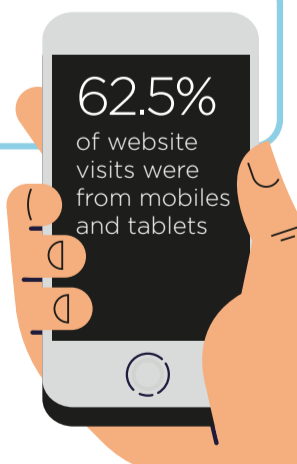
There were around **8.8m** transactions via our website- up **10%** on the year before.

Over **83%** of customers select to receive their licence by email when buying a licence.

**64%** of new licences were bought online.



Almost three-quarters of customer contacts are via self-serve channels.



You can find out how the Licence Fee was spent in 2017/18 by going to the **BBC website**.

[Click here](#) to read this document in Welsh.

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\*TV Licence evasion can only be estimated within a range, because some figures used in the calculation are estimates. Changes of less than 1% are not statistically significant.