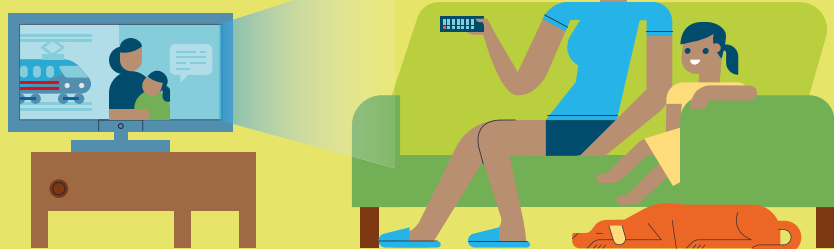


What We Do

TV Licensing lets people know why they need a TV Licence and what they need to do to be correctly licensed.



The money we collect funds BBC programmes and services. We do this as cost effectively as possible while supporting people through our policies, payment plans and working with organisations like money advice groups. In 2019/20 we have been focused on delivering the changes to licences for people aged over 75, and our new Simple Payment Plan.

Number of licences



There are: **25.5m** licences in force.

This is down from 25.8m last year.

Income generated

The licence fee income in 2019/20 was:

£3.5bn
(£3,520.4m)



How customers pay

We offer customers several different ways so they can choose the best one for them.



Keeping evasion low

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

TV Licensing officers visited

2.3m homes

in 2019/20, finding **174,416** people watching TV without a licence.



Cost of the licence fee

The cost of a TV Licence is set by the Government. It is now

£157.50

an increase in line with inflation of **£3**. In 2019/20 the cost was **£154.50**.



We are here to help



This year we engaged with

490 organisations

across the UK to make sure people who need help with their TV Licence can get information and support. We have also updated our advice to customers to help combat scams.

Cost of collecting the TV Licence

Total collection costs:

£119.5m



£57.1m

Collection costs (call centres, visiting officers, detection and services)

£14.9m

Communications (reminder letters and information campaigns)



£1.9m

Depreciation of new systems

£5.1m

Admin and contract management

£13.8m

Postage

£26.7m

Changes to licence fee

Over-75s licences

During 2019/20 TV Licensing prepared for the policy change that took place in August 2020.



Alongside developing the systems required, **800 specially trained support staff** have been employed to help older customers and we created the **75+ Plan** offering smaller more manageable payments.

Complaints

Complaints are down by more than

10%

on last year.

In 2019/20 there were: **11,100**



Going paperless

10.45m

people now receive their TV Licence by email, up more than **8% on last year**.

90%

choose to receive their licence via email when buying online. An increase from **88%**.

TV Licensing online

More than three-quarters of customer contacts are now via self-service channels.

72.4% of licences

were bought online, an increase of over **2%** on 2018/19.

There were around

28.6m visits to our website

up **8%** on the year before and 9.3m transactions.



Impact of Covid-19

Due to the coronavirus pandemic we had to temporarily close our contact centres. This meant we were only able to provide essential services during March and into the new financial year.

You can find out how the licence fee was spent in 2019/20 by going to the **BBC website**.

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



For further information on TV Licensing please visit www.tvlicensing.co.uk

Follow us on Twitter @TVLicensingNews

*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.