

TV Licensing costs of collection

	2011/12		2012/13		2013/14		2014/15		2015/16		2016/17		2017/18		2018/19		2019/20		2020/21	
	£ million	% of costs	£ million	% of costs	£ million	% of costs	£ million	% of costs	£ million	% of costs	£ million	% of costs	£ million	% of costs	£ million	% of costs	£ million	% of costs	£ million	% of costs
Collection costs**	95.0	75.3	83.0	74.5	71.6	70.1	71.7	70.7	83.8	73.1	46.2	56.3	61.4	60.8	59.9	58.3	57.1	47.8	52.2	38.2
Depreciation of new systems	2.5	2.0	2.1	1.9	2.1	2.1	2.2	2.2	1.6	1.4	1.8	2.2	1.8	1.8	1.9	1.8	1.9	1.6	2.7	2.0
Comms***	13.9	11.0	14.0	12.6	15.5	15.2	14.1	13.9	15.8	13.8	14.9	18.1	16.3	16.2	15.1	14.7	14.9	12.4	16.7	12.3
Postage	9.5	7.5	12.2	11.0	10.8	10.6	10.8	10.7	10.3	9.0	13.6	16.5	11.7	11.5	12.5	12.2	13.8	11.5	13.6	10.0
Admin and contract management	5.2	4.1	0.1	0.1	2.2	2.2	2.6	2.6	3.1	2.7	2.0	2.4	2.8	2.8	4.7	4.6	5.1	4.3	3.2	2.3
Licence Fee Modernisation											3.7	4.5	7.0	6.9	8.5	8.3	26.7	22.3	48.1	35.2
Total	£126.1		£111.4		£102.2		£101.4		£114.6		£82.2		£101		£102.6		£119.5		£136.5	
Licence fee revenue	3,697.8		3,705.7		3,722		3,735		3,742.7		3,787.2		3,830		3,690.3		3,520.4		3,749.7	
Costs as % of revenue	3.4%		3.0%		2.7%		2.7%		3.1%		2.2%		2.6%		2.8%		3.4%		3.6%	
Licences in force (exc ARC)	25.226		25.338		25.419		25.508		25.558		25.826		25.836		25.752		25.528		24.837	

Per TV Licence

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Cost per licence	£5.00	£4.40	£4.02	£3.98	£4.49	£3.18	£3.91	£3.99	£4.68	£5.58
Cost per licence as % of licence fee*	3.4%	3.0%	2.8%	2.7%	3.1%	2.2%	2.7%	2.6%	3.1%	3.6%
Collection costs**	£3.77	£3.28	£2.82	£2.81	£3.28	£1.79	£2.38	£2.33	£2.24	£2.13
Depreciation of new systems	£0.10	£0.08	£0.08	£0.09	£0.06	£0.07	£0.07	£0.07	£0.08	£0.11
Comms***	£0.55	£0.55	£0.61	£0.55	£0.62	£0.58	£0.63	£0.59	£0.58	£0.68
Postage	£0.38	£0.48	£0.42	£0.42	£0.40	£0.53	£0.45	£0.49	£0.54	£0.56
Admin and contract management	£0.21	£0.00	£0.09	£0.10	£0.12	£0.08	£0.11	£0.18	£0.20	£0.13
Licence Fee Modernisation						£0.14	£0.27	£0.33	£1.04	£1.97
Total	£5.00	£4.40	£4.02	£3.98	£4.49	£3.18	£3.91	£3.99	£4.68	£5.58

* TV Licensing collected around £3.75billion (£3,750million) in revenue in 2020/21, an increase of £229million on the previous year. This was attributable to the Over 75s policy change, which resulted in more revenue in 2020/21 from Over 75 paid licences than was received in fixed funding from the Department of Work and Pensions for the issue of free licences in 2019/20.

** Collection costs include call centres, field force, detection and over the counter services.

*** Communications including reminders and information campaigns.